

Section 33 VICTIM / WITNESS ASSISTANCE

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Section 34 MYSTATE EMERGENCY NOTIFICATION

34.01 Emergency Telephone Network (ETN) Message Initiation Procedure (Reverse 911)

Not all emergency situations will warrant the use of a Mystate USA ETN. Below are several examples in which an ETN message might be warranted:

- Natural Disaster (earthquakes, floods, etc.). These notifications will commonly be initiated by the City of Everett Emergency Management Division.
- Missing and Endangered Child. Not all missing children cases warrant an ETN. Factors to consider might include recent information that a child has been seen in a certain geographic area and information indicating that a missing child is in imminent danger.
- Police Tactical Situations. Instances may arise where the police department desires to quickly notify residents in a particular geographic area that a police operation is occurring in the vicinity and provide direction to those citizens. This direction might include locking their doors and remaining inside their homes, evacuation, or providing a suspect description and a directive to call 911 if a subject matching that description is seen.
- Public Safety Messages. Providing urgent information concerning public safety with the intent of protecting life and property.

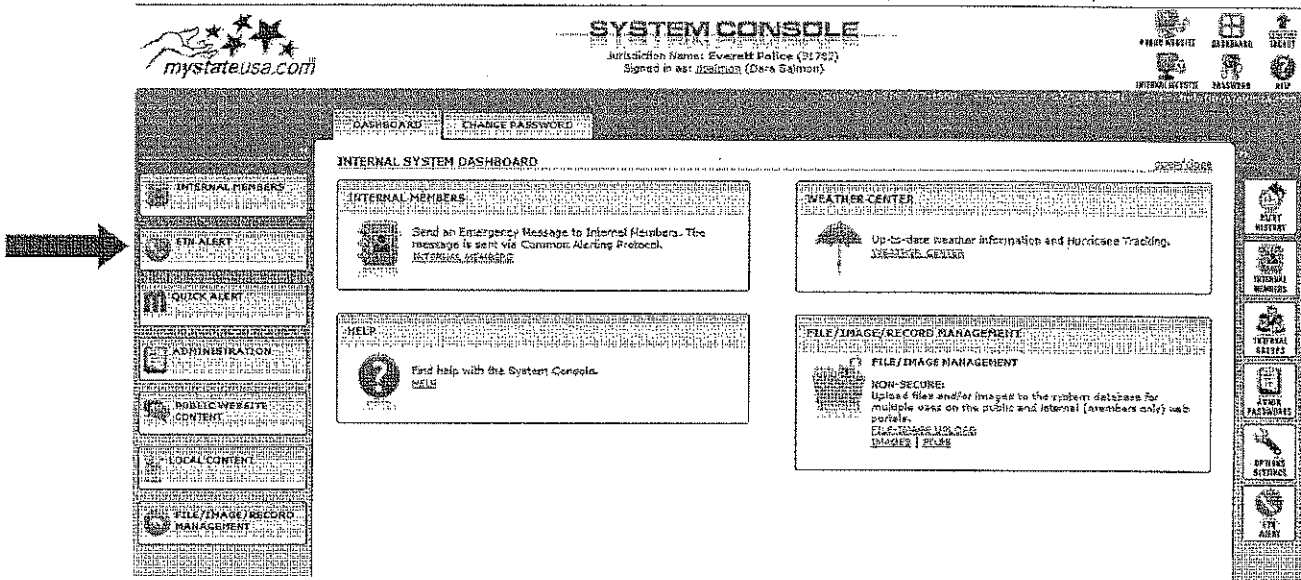
This list is not meant to be all inclusive. There may be instances that arise that do not meet any of the above listed criteria where an ETN message may be appropriate.

A patrol supervisor is responsible for evaluating a given situation and making the determination as to whether an Emergency Telephone Network message is appropriate under the given circumstances. Patrol supervisors are responsible for the drafting and sending the ETN message. No ETN messages will be sent out unless a police captain or higher has first approved the request.

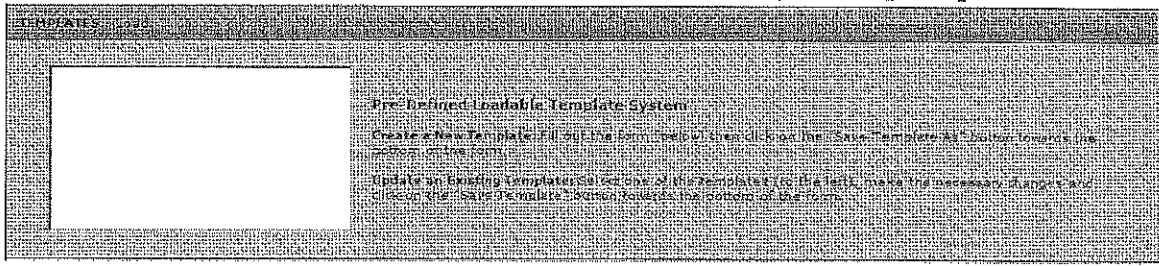
Once the decision has been made to initiate an ETN message, the patrol supervisor will log in to the Mystate website at: <https://mystateusa.com/edit/>. Once in the system, the patrol supervisor will input all the necessary information to send out an alert. Detailed instructions on how to send out a message are located below. A "launch code" is required in order to send out the message. This launch code is maintained in the Records Unit.

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1. Access the Mystate USA message page, <https://mystateusa.com/edit/>
2. Log-in using your username and password.
3. Once logged in, click on "ETN Alert" in the left-hand column (red button below).



4. Select "Send ETN Alert". A template comes up.
5. Either create a new template by filling in and saving information in the template format or update an existing template by selecting one of the saved templates that would appear in the left-hand window. If you do not have a template saved, or do not wish to save one, skip this step and proceed to next step.



6. Your basic information should come up, including the Caller ID number (set for Records). If you wish to change the Caller ID number, you must choose "Set up Default Caller ID" and input the phone number you want to show on the recipient's caller ID.

BASIC INFORMATION	
(*) Required Field	
*Caller ID Number	4252578438 Setup Default Caller ID
From (Name)	Cora Salmon
*Sender's Email	csalmon@cl.everett.wa.us
*Email Subject	

If you wish to change the Caller ID number and have clicked on the Setup Default Caller ID link, you will see the following box (entitled "Alert Form Setting Defaults):

ALERT FORM SETTING DEFAULTS	
Caller ID Default Number	425 257-8438 Number you want to automatically fill into alert forms. (Include Area Code)
Default Email Subject	
Footer Text for Email Alerts	

It is here that you will insert the new caller ID number that you wish the recipient to see. You will then need to scroll to the bottom of the page and click on the "Submit" box.

7. Now it is time to compose your message in the Build Message box.

BUILD MESSAGE - Text for Email, Text Message, AND Text to Speech. Send Your checkbox is checked.	
*Message	Counter 0
Add Phone #	

Determine your message method. There are two message methods:

- a. Text to Speech: Converts the message that you type into a computer generated voice. Limitations include complex words and acronyms. You must preview the voice to make sure it is understandable. Quicker than recording your own voice (WAV file).
- b. Recording (WAV file): A recording of your voice onto your computer and then uploaded to Mystate USA. Message drafters must have an integrated headphone/microphone set capable of recording to your computer. With the proper equipment, this is the preferred method of message delivery.

Compose your message. The following template is recommended:

- a. **Introduction:** "This is an emergency message from the City of Everett Police Department; please listen carefully to the following information."
- b. **Body:** The message should not exceed three minutes in total length. On average, 700 words is about three minutes, shorter is better. The word count includes the introduction and closure. A written script is the best method to limit the message length. The body should specify the problem, to whom it specifically applies to (addresses, streets, neighborhoods, etc.) and the specific action recommended.
- c. **Closure:** Your message may conclude with: "Please inform your neighbors to take the action outlined in this message. Do not call 911 unless you have a life threatening emergency." (Optional call-in information: "For information, call (425) 257-XXXX").

Note the counter: it will notify you when you have reached the text limits for most cell phones. Disregard the counter if you are sending an email or voice message only.

Before proceeding to step 8, you must preview your message. In the "Add Telephone Number" box, input a current telephone number that you can answer and listen to your message. You must include the proper area code. Once your number has been inserted, click on the "Preview Voice" button and wait for the telephone call. It should take no more than 30 seconds to arrive. If you are satisfied with the message that has been sent, proceed to step 8.

8. Determine what methods will be used to deliver your message:

SEND THE ALERT AS: Call Only

DELIVERY OPTIONS Uncheck All via Email -- Check All

Send Email:

Send Text Message: Mobile Phone Pager/2nd Call

ADVANCED OPTIONS

Send Voice Message: Mobile Phone Business Phone Home Phone

Be aware that charges may be incurred under these conditions.

E-mails and text messages are free of charge. There is a minimal fee for all calls initiated under the Advanced Options section.

9. Determine which groups or individuals already loaded into MyState will receive your message. This is usually internal staff.

SEND THE ALERT TO: [Send to Email](#)

AVAILABLE GROUPS	SELECTED GROUPS
CITY OF EVERETT ADMINISTRATION	
CITY OF EVERETT DEPARTMENT HEADS	
EVERETT POLICE DEPARTMENT- COMMAND	
- ACT	
- Chiefs	
- Code Enforcement	
- Honor Guard	
- OPS	
- Police Department Employees	
- Property and Evidence	

AVAILABLE INDIVIDUALS	SELECTED INDIVIDUALS
Albertson, Sandra E.	
Alexander, Shea W.	
Allen, Kevin E.	
Anders, Margaret R.	
Andersen, Chris H.	
Andersen, Christy E.	
Ashley, Robin M.	
Atkins, Herman	

Individual Cell #1: Must check Mobile Phone checkbox above for either TEXT or VOICE

10. Click on the "OPEN MAP TO SELECT POLYGONS" link. This is where you will determine what homes/businesses will receive your telephone alert by drawing a polygon around the area to receive your alert.

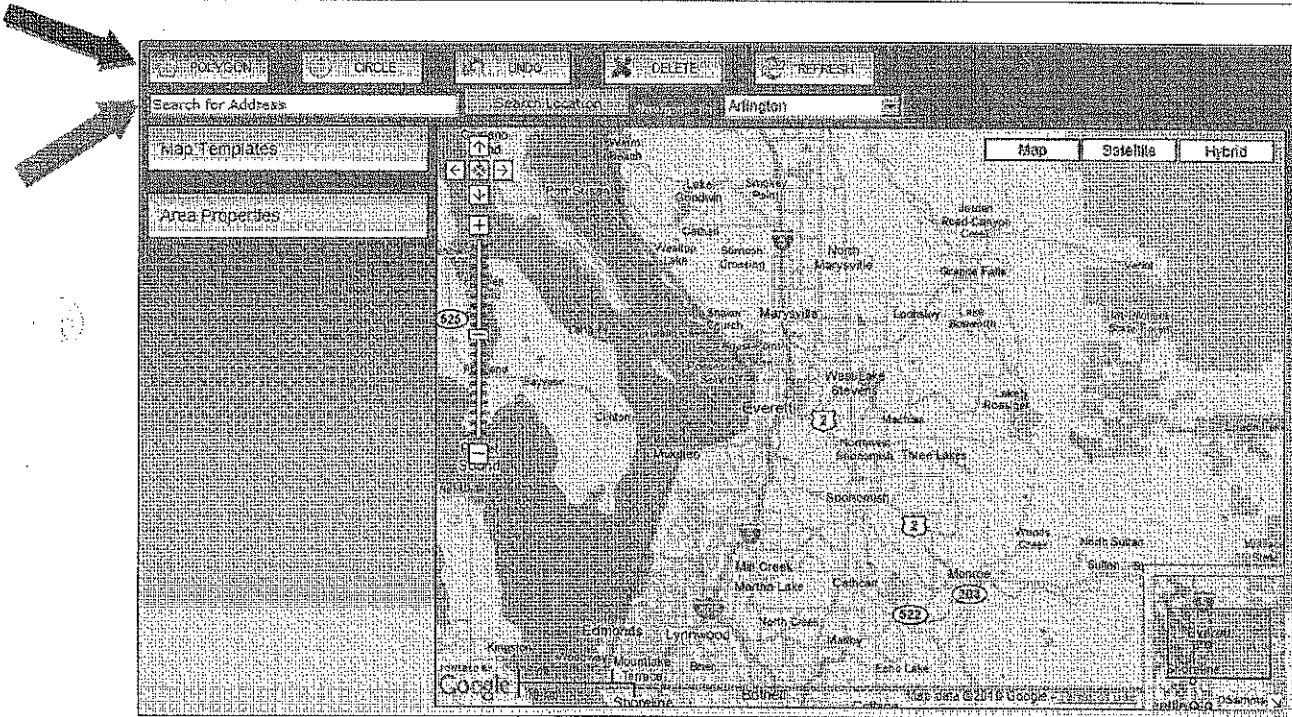
MAP SELECTION TOOL (ETN) - [Home](#) [Back](#)

[OPEN MAP TO SELECT POLYGONS](#)

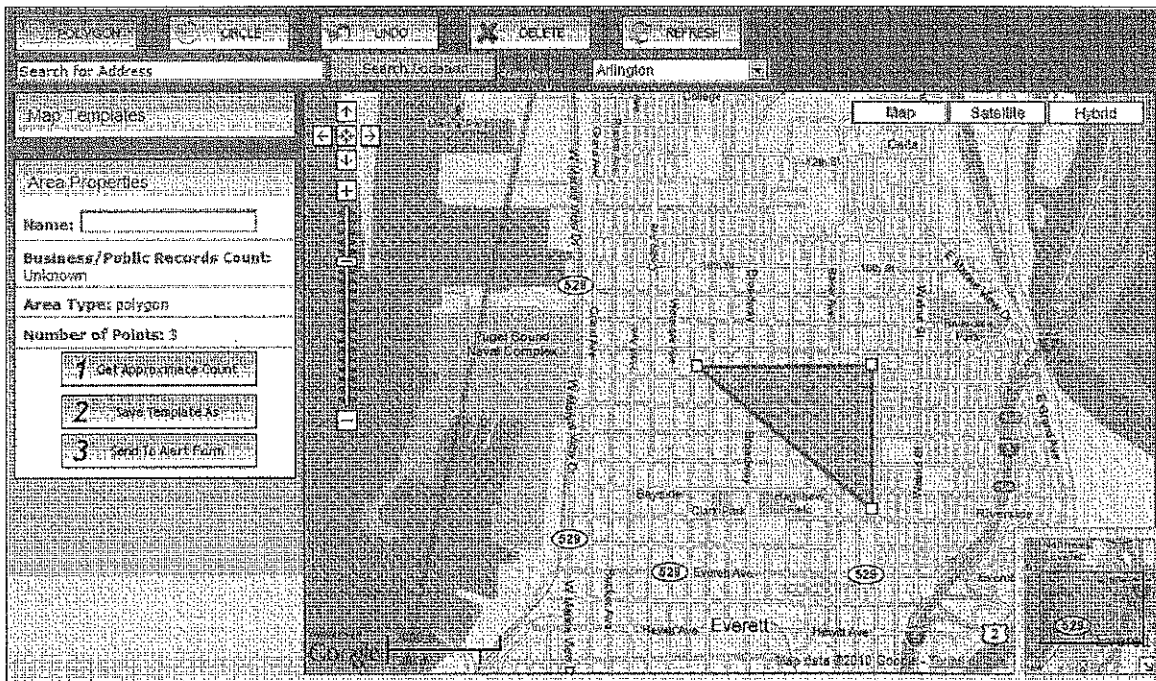
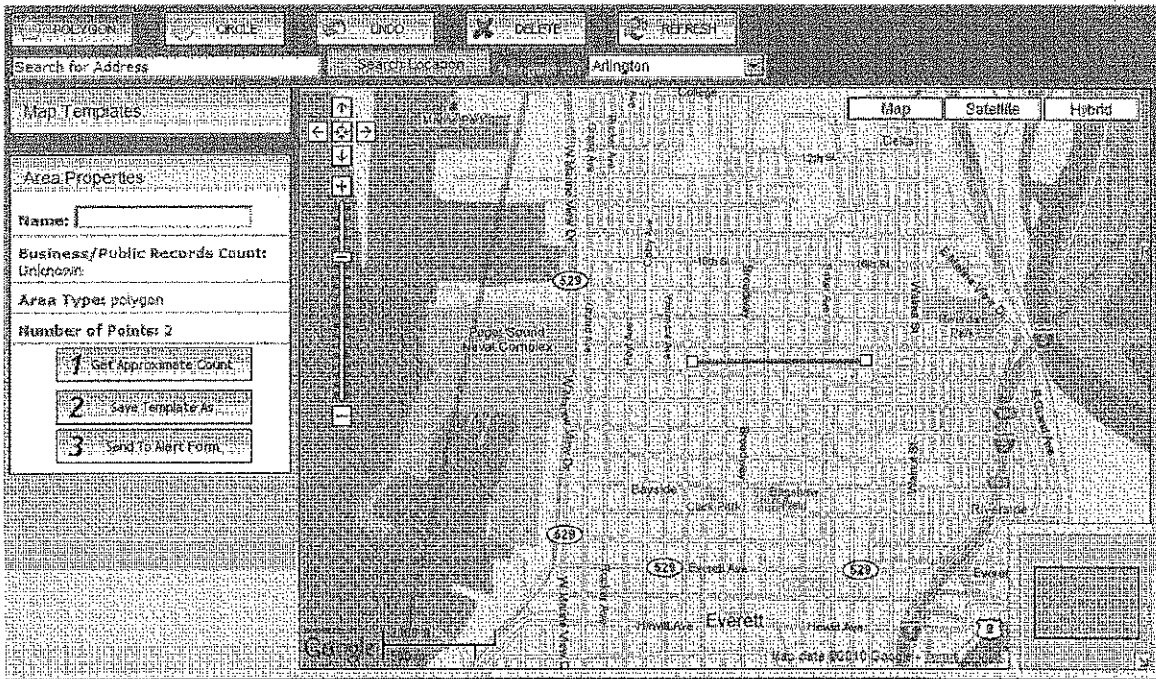
Call Polygon-Captured Phone Numbers: ETN Callout

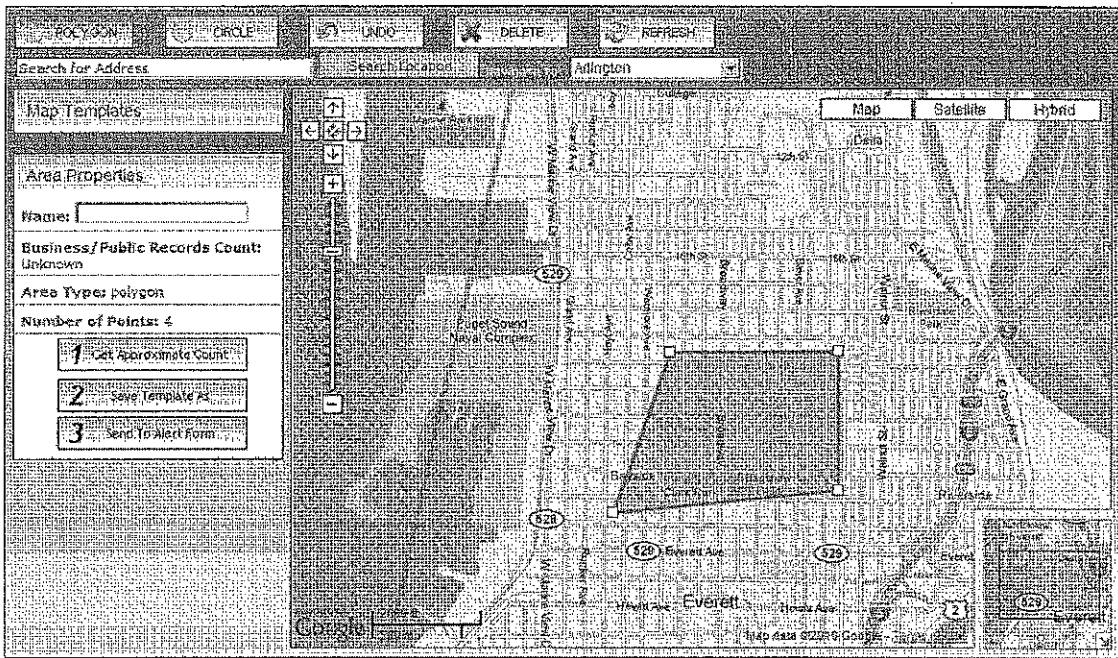
11. Choose "Polygon" (red arrow below). If you have an address or area to focus on, type it into the "search for address" area (green arrow below). Otherwise, you can use the scale tool to zoom into the area where you want to send the reverse telephone call.

IMPORTANT: this is not a precise tool. You must select an area larger than necessary to capture all the targeted phone numbers. This is because the telephone service box is geo-coded to receive reverse telephone calls, not each parcel. So if you only draw a polygon around parcels, you may inadvertently leave out businesses/homes that should get the emergency message because their telephone service box was across the street or around the corner. It is recommended that you do not draw polygon lines down the middle of streets but instead draw the polygons through the middle of homes to help ensure you capture all area telephone service boxes. Because you may include more telephone numbers than are actually affected, **be aware that your message must be generic enough to provide the appropriate warning to those who need it, while also giving enough information to those who don't need the warning to be able to recognize the message does not apply to them.**

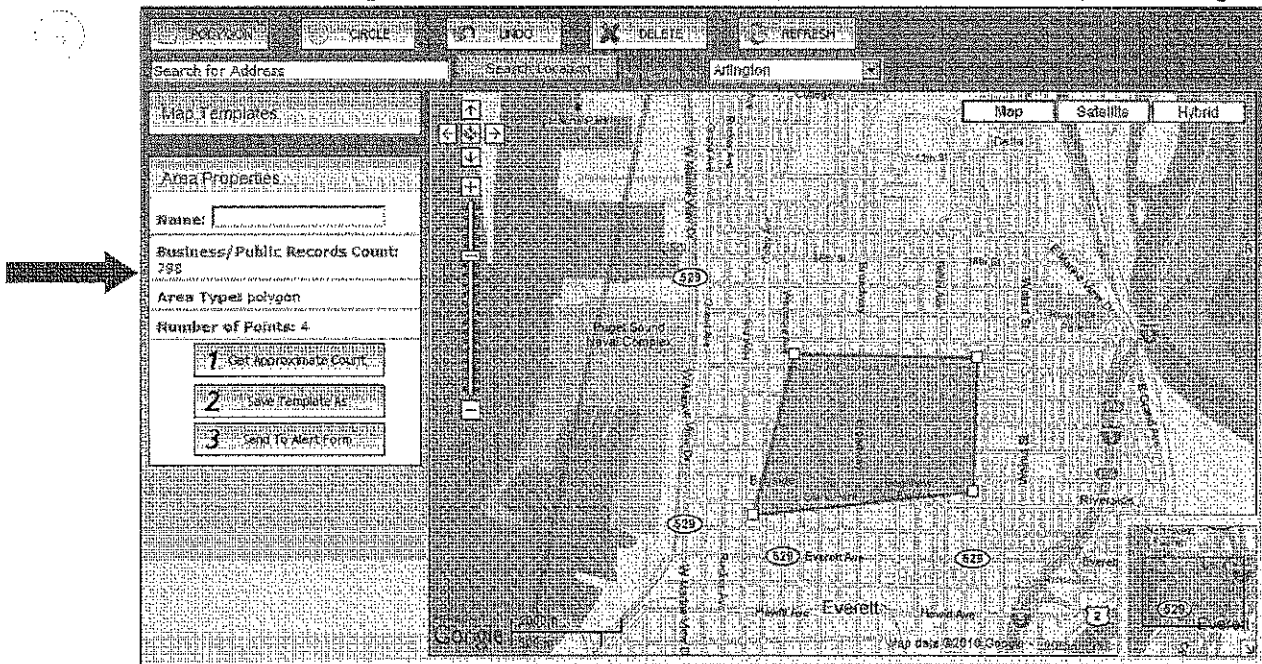


12. Place the hand icon in the middle of the block where you want to start your polygon. Then draw the shape that best includes your targeted area, being sure to draw the shape larger than necessary. Your shape can have more than 4 corners, depending on what best serves your needs.





13. Once your polygon shape is set, click on “Get Approximate Count”. It will take a moment to pull the geo-coded telephone boxes in this area. When this is complete, a number will appear in the “Business/Public Records Count” box (purple arrow below). This count displays the number of business and residential telephone numbers will simultaneously be called and delivered your message.



If zero appears in the “Business/Public Records Count” box, then the polygon you drew did not capture any geo-coded telephone boxes and you must hit delete and redraw the polygon with a larger footprint.

14. Once you are satisfied with your polygon, choose "Send To Alert Form". It will look like this:

MAP SELECTION TOOL (ETN) - 10/11/2007

OPEN MAP TO SELECT POLYGONS

Area Type: polygon

47.95175581378657,-122.20624923766054 47.95158749215235,-122.19277381896972 47.88309621564907,-122.19311714172363 47.9839672330482,-122.20925331119722 47.99175981578037,-122.20624923766054

Call Polygon-Captured Phone Numbers: ETH Callout

15. The Auto-Populate Cap field applies to Emergency Alert and Weather Alert System messages, and not to ETN messages. Use the drop down menu to choose the appropriate message code. Proceed to Step 16 if you want to save this message as a template to be used again. If not, proceed to Step 18 if you are ready to launch the Emergency Telephone Network alert.

AUTO-POPULATE CAP FIELDS - 10/11/2007

*Event Code: CEM - Civil Emergency Message

OR *Weather Code: or Select an EAS Weather Event Code...

CAP FIELDS View/Hide CAP Fields

16. At this point, you may use this area to save what you've input so far as a new template, or to save changes if you've used an existing template. If there is no need to save it, proceed to the Attach Content box (Step 17 below).

TEMPLATES - 10/11/2007

Save as New Template

Save as Existing Template: Save as existing template and use the button to be able to edit the template.

17. This is optional and allows you to attach a map, picture, PDF or additional text. At this point, EPD will not be using this function until MyState expands this capability.

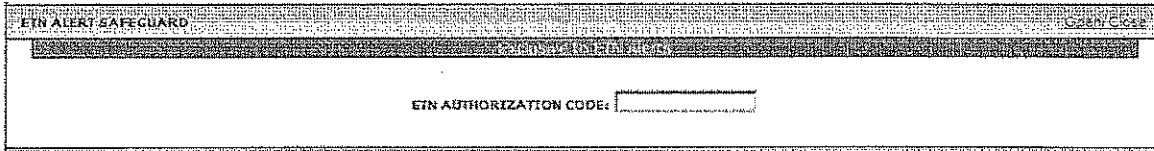
ATTACH CONTENT - 10/11/2007

Source Font Size

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Bulleted List Numbered List Indent Outdent Undo Redo

18. Enter in the appropriate Launch Code. The current launch code will be maintained in a secure location in the Records Unit:



The screenshot shows a window titled "ETN ALERT SAFEGUARD" with a "Close" button in the top right corner. Below the title bar is a dark horizontal bar. The main area of the window contains the text "ETN AUTHORIZATION CODE:" followed by a small rectangular input field.

19. Click on "Submit" to send the message.



The screenshot shows a single button with a small icon on the left and the word "SUBMIT" in all caps to its right.

20. A box will appear that says "Begin Callout"....click on that button to initiate the ETN.

Use of the ETN messaging system should be done when the immediacy of the message would not warrant an alternative notification process.

A window will appear that catalogs the results of the ETN. It will show number of human answers, machine answers, continuing attempts due to a busy signal and no answers, as compared to the total number in the target area.

Please see Everett Police Policy 7.5 Emergency Telephone Network (Reverse 911) and Procedure 34.01 for additional details.

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Section 34 MYSTATE EMERGENCY NOTIFICATION

Emergency Telephone Network	34.01
(ETN) Message Initiation (Reverse 911)	
Quick Alert Message Initiation	34.02

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34.02 Quick Alert Message Initiation Procedure

The Mystate USA Quick Alert Notification System allows the Police Department to send out emergency notification messages to an unlimited number of police and city employees simultaneously. These messages may be in the form of e-mail, text message or voice message, or a combination of all three. The Quick Alert notification system is the preferred method for specialty unit callouts for the Police Department. Initially, all Records Unit personnel will be trained to initiate a Quick Alert, however all department supervisors may eventually receive this training. Records Unit personnel will not initiate a Quick Alert notification without prior approval from a police supervisor. The following procedure will be followed when initiating a Mystate Quick Alert message:

1. The patrol, specialty unit or investigative unit supervisor has determined a need for a unit callout
2. That police supervisor will then contact the Records Unit and request a Quick Alert group or team page
3. The police supervisor requesting the callout will provide (either verbally or in writing) the exact text of the message he/she wants to be relayed to the Records specialist/supervisor fielding the request
4. The police supervisor requesting the callout will identify to the Records specialist/supervisor the specialty unit being requested (for example TAC, Marine, Major Crimes Unit, etc.)
5. Once the Records specialist/supervisor has the message content and knows which group is being requested, the Records specialist/supervisor will access the Mystate USA website via the Internet (see separate internal step by step procedure for initiating a Quick Alert, located in the Records Unit)
6. From the website, the Records specialist/supervisor will log in and initiate a Quick Alert message using the information provided by the patrol/specialty unit supervisor
7. Once the message has been composed and the callout group identified, the Records specialist/supervisor will review the message one more time for accuracy, and then submit the message for dissemination
8. The message will direct officers to call a voice message box (257-SWAT, or 257-7928), where the police supervisor who authorized the callout will have recorded pertinent information (nature of incident, command post location, response protocol, etc.). This voice message box may also be used to disseminate other police department information needing to be broadcast to a large group.

Once properly trained, any police supervisor may initiate their own Quick Alert notification, without going through the Records Unit. The Everett Police Department is responsible for all costs incurred as a result of initiating a Quick Alert message.

Please see Everett Police Department Policy Section 9 for additional details on Mystate and Quick Alert System (Group paging/notification).

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