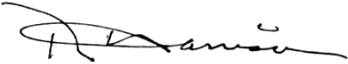


TEXARKANA POLICE DEPARTMENT

GENERAL ORDERS MANUAL

SUBJECT	Code RED Emergency Notification System		
NUMBER	1108.10	EFFECTIVE DATE	March 18, 2011
Scheduled Review Date	July 01, 2016	ISSUE DATE	March 18, 2011
Date Reviewed	June 17, 2014	REVISION DATE	
APPROVED BY		(Reserved for Expansion)	

I. Purpose and Scope

- A. One of the primary objectives of the Texarkana Police Department is to provide for the safety of the public in which we serve. To that end, the Agency has within its disposal an emergency notification system which allows the citizens of our community to receive critical information surrounding events such as natural disasters, man-made disasters, severe weather alerts and many other emergency situations. This policy is intended to provide guidelines for the system's management, operation and deployment.

II. Policy

- A. It shall be the policy of the Texarkana Police Department to develop, manage and coordinate a defined series of requirements and guidelines that govern the Code RED Emergency Notification System. All members of the Agency shall recognize and adhere to the guidelines and requirements set forth within this policy.

III. Definitions

- A. **Code RED Emergency Notification System**—An ultra high-speed telephone communications service intended to be utilized during emergency situations requiring immediate action that enables the Agency to telephone pre-designated areas within the City or Miller County and deliver a recorded message to a live person or an answering machine. The system is capable of dialing 60,000 phone numbers per hour which makes three (3) attempts to connect to any number dialed. The hourly system capacity is dependent upon the length of the message sent.

IV. Procedures

- A. Although not inclusive, the following is a list of those events requiring public safety notifications that might necessitate the Code Red Notifications System's Deployment:
1. Natural disasters, such as floods, hurricanes and weather safety alerts;
 2. Man-made disasters, such as bomb threats, threats of terrorism, hazardous material incidents and hostage situations; and
 3. Other emergency situations such as fires, missing persons, evacuation notices and applicable routes, utility outages and street closures.

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B. Management

1. The Code RED System will remain under the management of Central Records and Communications (CRC). CRC will oversee the day-to-day operation of the Code RED System and appoint a staff member to be the system's facilitator.
2. Any member agency may utilize the system and send a message. The system's facilitator will remain responsible for the periodic evaluation of the system, generating the necessary reports and sending the reports to a designated representative of each member agency.
3. The Code RED System is only accessible within CRC. This system shall only be accessed by those personnel who have received advanced authorization. In order to maintain security of the system, access shall be granted to authorized personnel via individual passwords. The system will be available 24 hours a day.

C. General Guidelines

1. The Code RED system's outgoing messages will primarily be utilized for emergency situations where the lives and/or property of the citizens of Texarkana, Bowie County and Miller County are threatened. It shall not be used as a general paging system or to facilitate business notifications.
2. Considerations for the utilization of the Code RED System include the availability of alternative sources of notification, the type of incident and circumstances of the emergency event, the need to immediate notification and the size of the area impacted by the emergency.
 - a. **Utilizing the Code RED System does not preclude the door-to-door obligation to ensure the safety and/or the evacuation of citizens; however, the Code Red System has the ability to list the addresses within the notification area where the messages were successfully delivered by the system.**
3. Before a message is sent, it shall be the responsibility of the initiator (user) to obtain internal authorization from a law enforcement commander or above, fire department battalion chief or above, TWU Executive Director or the Emergency Manager.
 - a. The exception to the above requirement will be those calls that only involve the delivery of an internal personnel recall message, such as SWAT activation. All other must receive authorization from one of the persons from the initiator's agency listed above in paragraph 3.
4. The selection of the geographical area targeted to receive the message should be determined using criteria that address the overall scope and magnitude of the emergency which will dictate the targeted geographical area. As a matter of practice, the targeted geographical area should be kept as small as possible.
 - a. The targeted geographical area can be increased at a later time if such an increase is deemed necessary. Only in the most extreme circumstances would a system-wide notification be justified or deemed practical.
5. The initiator is responsible for the content of the Code RED message intended for dissemination. The initiator will provide CRC with a written message to be disseminated. In those cases where this is determined impractical, the CRC official receiving the verbal content of the message from the initiator in the field will reduce the message to writing to ensure its accuracy prior to activating the system.

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6. Pre-Determined Calling Lists

- a. The Code RED System is capable of call numbers on a pre-determined list. This is typically utilized for personnel recalls and activations. These personnel lists can be established using any criteria established by the originating agency. The CRC Secretary shall have the sole responsibility for maintaining these lists within the system.
- b. Each agency is required to immediately notify CRC of any personnel action that would affect the content of their individual prepared lists to insure the information is accurate during those periods in which the system is used to notify those on the pre-determined lists.

7. Follow Up Procedures

- a. Within four (4) hours of the conclusion of the incident that necessitates the use of the Code RED System, it shall be mandatory for the initiator to complete an After Action Report which should include the following information:
 - (1) Date the system was used;
 - (2) Time the system was used;
 - (3) The person authorizing the system's use;
 - (4) The name of the initiator;
 - (5) The statistical group which was targeted; and
 - (6) The message content.
- b. The original written message will accompany the After Action Report as an attachment. The report will be provided to the CRC Commander who will be responsible to forward the report to the city managers, county judges, police chiefs, fire chiefs, sheriffs and emergency managers.

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V. Code RED After Action Report

**Code RED After Action Report
(Attachment A)**

This form must be completed within four (4) hours of the conclusion of an incident that involved a Code RED activation and forwarded to CRC Commander. Each call launched requires a separate After Action Report.

Date: _____ Time: _____

Incident Description: _____

Agency: _____

Initiator: _____

Authorized by: _____

Call Geographical Location: _____

Did the use of the Code RED system contribute to the successful resolution of the incident?
 Yes No

Other pertinent information: _____

To be completed by CRC

Calls Attempted: _____ Calls Connected: _____

Connection Percentage: _____ Minutes Used: _____

**** Attach the completed Message Script Template. ****

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**Code RED Message Script Template
(Attachment B)**

The following script should be completed and used for all activations of the Code RED System that involves a call made to the public. It should be attached to the After Action Report (Attachment A) and forwarded to CRC Commander.

The message should be read from this sheet. Delivery should be slow and deliberate to ensure understanding by call recipients. Use plain English and avoid use of professional jargon that may mean nothing to others. Call should be made from a quiet area to minimize background noise.

This is a Code RED emergency message from the _____ . Today is _____ and the current time is _____ .

(Complete message narrative here)

Scope of emergency: _____

_____. The area(s) affected by this emergency is/are

_____.

You are asked to (immediately) _____

