

COUNCIL POLICY STATEMENT

Policy No. 47
General Subject: General
Specific Subject: Emergency Notifications to Residents
Date Approved: February 7, 2011
Date Revised:

PURPOSE

The purpose of this policy is to provide a guideline of the use of the City's Everbridge Mass Notification system for the notification and alerting of the employees and the public to issues of health, safety, and welfare, critical information, and problems relating to major incidents and other significant events.

POLICY STATEMENT

It shall be the policy of the City of Park Ridge to notify the employees, residents, and businesses within the City in a timely and efficient manner.

Although residents have the option to not participate in this calling notification system, the City strongly encourages all community members to be a part of this initiative in order to receive prompt and valuable information.

INTRA-DEPARTMENTAL NOTIFICATIONS: Call groups and administrators will be established on a department-by-department basis as determined by the Department Head:

1. It shall be up to the individual Department Head to establish his/her own internal policies regarding notification procedures.
2. Examples of Intra-Departmental Notifications would be hire-backs or call outs.
3. The system shall not be used for personal use. Examples would include but not be limited to items for sale, personal gatherings, etc.

PUBLIC NOTIFICATIONS:

1. The City Manager shall authorize which personnel are given access to the resident notification system.
2. Examples of Public Notifications:

The following, non-exclusive listing reflects the types of conditions for which either full or limited (directed only toward specific affected areas) notification may be warranted depending on the particular circumstances presented:

- a. Extraordinary/unanticipated results of severe weather conditions
 - b. Extraordinary flood warnings
 - c. Extraordinary/unanticipated conditions following natural disasters such as an earthquake
 - d. Confirmed terrorist threats or activity
 - e. CERT Notification for activation of the team
 - f. Missing persons/Amber Alerts affecting City residents
 - g. Imminent danger from fire
 - h. Hazardous material incidents affecting City businesses or residents
 - i. Bomb treats, after the assessment of risk
 - j. Hostage situations
 - k. Criminal manhunts
 - l. Water boil orders
 - m. Crime alerts and watches
 - n. Vicious, fierce or dangerous animals running at large in the City
 - o. Non-routine special meetings notices
 - p. Other life-threatening situations
 - q. Watermain breaks and collapsed sewers
3. Non-Emergency, non-life-threatening public notifications
- a. These are notifications that must be made in a timely manner, but not immediately. The department head of the respective department that is performing the notification must approve these notifications.
 - b. Prior to the notification, appropriate personnel at City Hall must be notified so that they are prepared for any calls from residents.
4. Priority Public Notifications and time sensitive notifications
- a. Whenever a priority notification is deemed warranted, appropriate, and necessary in light of known information and circumstances presented, the Notification System will be activated in a reasonable timeframe, taking into account the need to: (i) ensure the accuracy and integrity of the informational content of the notification; (ii) avoid unduly alarming the public; and (iii) balance the urgency of the situation when the time of day that such conditions are encountered.
 - b. In an emergency situation, any one of the following people can authorize a priority notification:
 - i. City Manager
 - ii. Deputy City Manager
 - iii. Fire Chief
 - iv. Police Chief
 - v. Director of Public Works

- c. Prior to the notification, appropriate personnel at City Hall must be notified so they are prepared for any calls from residents.
 - d. Upon activation of the system, all department heads and elected officials shall be notified as soon as possible of the message and the reason for it.
5. Use of Notification system by outside agencies
- a. In extraordinary, emergency or exigent circumstances, the City Manager or the Chief Executive Officer or Board President from other governmental units, including but not limited to Cook County, City of Chicago, State of Illinois, and Park Ridge Park District, may request that the City Manager activate the City's Notification System for a Priority Notification. Whenever such use of the Notification System is proposed, the City Manager or designee shall make a determination whether the circumstances presented warrant activation in conformance with these policies and procedures.
 - b. The system shall not be authorized for any non-governmental agency or for political purposes.
6. Notification Cancellations
- a. A notification can be canceled at any time. However, since the system notifies all residents within 20 minutes, a cancellation must be activated within a small timeframe after initiation.