

# *HanoverAlert*

**CODE RED**

**Hanover County  
Public Safety  
Notification System**

*HanoverAlert*



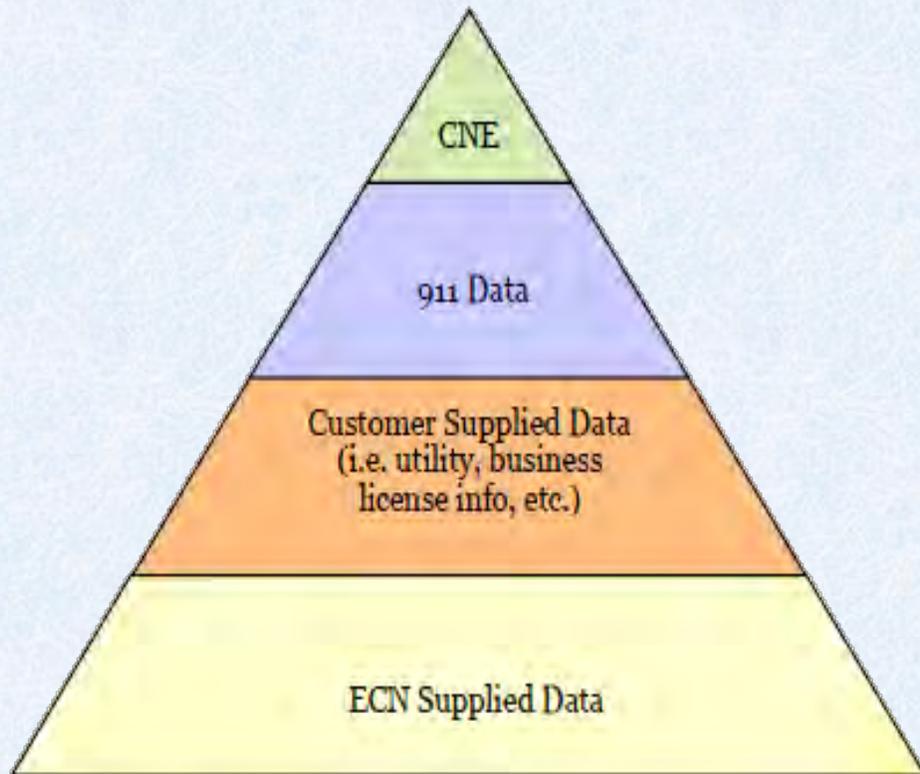
# Transition to CodeRED

- ▶ ECN (Emergency Communications Network) purchased CityWatch (Which we were already utilizing since 2001) in 2012 at which time they notified all of their customers that we would have to upgrade to their new and improved web based platform.
- ▶ The CodeRED system provides Hanover County Public Safety the ability to quickly deliver messages to targeted areas or the entire county.
- ▶ This system gives individuals and businesses the ability to add their own phone numbers directly into the system's database allowing everyone the ability to control how they receive emergency notifications.
- ▶ The CodeRed system has provided us with a substantial increase in software development and support staff to service our system.
- ▶ CodeRED offers a higher call capacity (lines per minute), enhanced weather alerting capabilities, and additional mass alerting features along with an app that will allow Hanover County residents, as well as those traveling through the area, to receive community and emergency alerts via notifications to their smartphones.

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# CodeRED Data



When looking at calling data, ECN treats the layers like a pyramid, de-duplication is done from the top down in order of precedence. The best possible data is at the top of the pyramid with the community supplied data, filtering down through client supplied 911 data and utility data, ending with the national residential and business calling data provided by commercial sources.

# ALL CALL

- The ALL CALL – checks phone infrastructure
- Validata – **process to check “non-working numbers”**
- Successful – Yes, more robust
- After the ALL CALL - 5,000+ signups

# Notification Options

- ▶ Emergency Call vs. General Call

Select a Scenario

Select the database to use with this scenario:

Select an existing scenario to modify and press go.

Select a Scenario

GO

EMERGENCY

GENERAL

OR

Press Continue to build a new scenario...

CONTINUE

## Emergency Call Examples:

(Life or Death Situations)

- ★ Active Shooter
- ★ Road Closures
- ★ Hazardous Material Incident
- ★ Nuclear Plant Mishap
- ★ Bomb Threats
- ★ Fire
- ★ Missing Person
- ★ Hostage Situations

## General Call:

(Quality of Life information)

- ★ Case by case basis

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# External Alerts

▶ **MAP:**

- ★ Map area you want to alert
- ★ Radius tool
- ★ Find location (street or intersection)

▶ **CONTACT:**

- ★ Send an alert to a group

▶ **ADHOC:**

- ★ Alert by street feature

▶ **ALL CALL:**

- ★ Call everyone within your database

▶ **EXCLUDE ADDRESS**

- ★ Exclude an address from the call (hostage situation)



# Internal Alerts

Team Builder:

- Notify by ordered lists
- Survey confirmation calls

Team Builder - Select/Create an Audience

Available Ordered Lists:		Selected Ordered Lists:	Total Contacts:
	 		0
	<b>CREATE/MODIFY ORDERED LISTS</b>		
Available Contact Groups:		Selected Contact Groups:	
List 2001 Hanover-Ashland Triad List 2002 Hanover Bankers List 2005 PH Half Marathon List 2206 Explorers List 2209 South Anna Run	 		0
Available Individuals:		Selected Individuals:	
& ASSOCIATES, CEW (NP)CARLES, MOBIL (NP)RANDLER, THOMAS 7 ELEVEN, 7 ELEVEN Anderson, K	 		0
<b>CONTINUE TO MESSAGES...</b>			

## Quick Text

Find & Add Contacts

First Name  **FIND CONTACTS**

Last Name

---

Add From Groups

Groups  **ADD CONTACTS**

Tags  **ADD CONTACTS**

---

Add Audience

Audience  **ADD AUDIENCE**

- ▶ Quick Text:
  - Send text messages to internal groups

# Launch Options

- ▶ Save & Launch via IVR:

  - Save scenario, call from any phone, enter scenario ID and launch

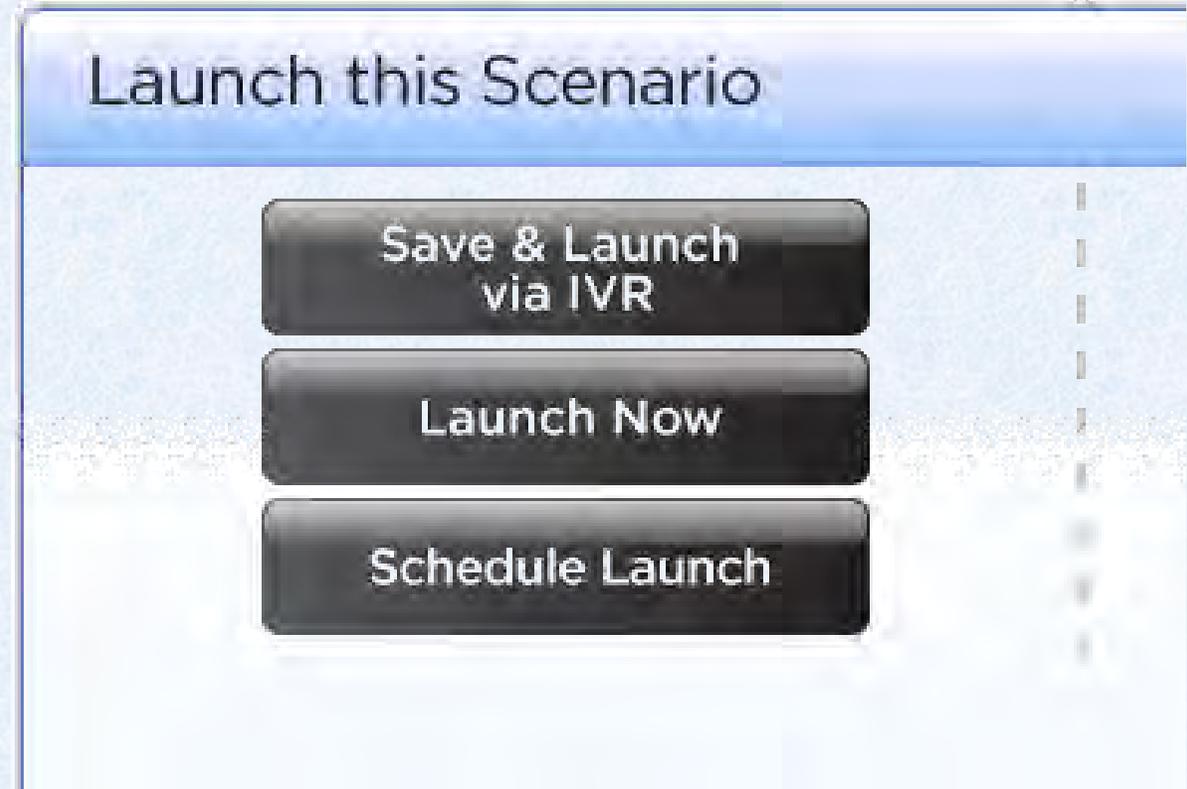
- ▶ Launch Now:

  - Enter your launch code and immediately launch

- ▶ Schedule Launch:

  - Choose date and time for call to go out.

  - You may also make this call recurring (daily, weekly, or monthly)



# Resident Signup

## ▶ **HanoverAlert**

- ▶ CNE (Community Notification Enrollment Link)
- ▶ <https://public.coderedweb.com/CNE/C0B759E6FBDD>
- ▶ Residents have the option to sign up phone numbers, text numbers, and email addresses.
- ▶ Residents have the option to create a managed account
- ▶ CodeRED system de duplicates all information

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# CodeRED Mobile App

- ▶ CodeRED portion of App is free
- ▶ Alerts are based on GPS location of phone
- ▶ You will receive alerts not only in Hanover County, but throughout the US where CodeRED services are provided
- ▶ Option to purchase Weather Warning component of App for \$4.99/year



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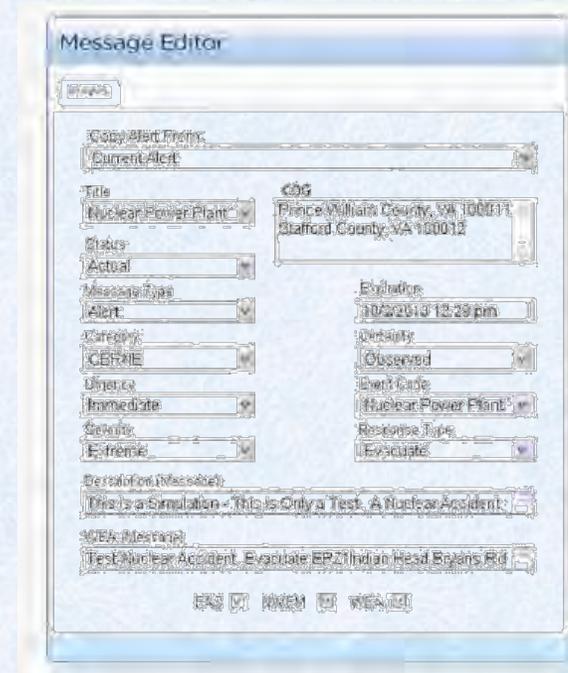


# IPAWS

## Fully operational CodeRED for IPAWS

The CodeRED for IPAWS service is designed specifically to enable local government officials to send secure, critical communications to their citizens, providing the ability to deliver Presidential Alerts, Imminent Threat Alerts and AMBER Alerts from a single portal to communication pathways that include Emergency Alert System, Wireless Emergency Alert and National Weather Service Dissemination Systems.

- ✓ Fully functional and operational tool
- ✓ Compliant and integrated with IPAWS Architecture & EAS
- ✓ Confirmation back once message is submitted
- ✓ Immediate availability for authorized use
- ✓ Statewide IPAWS licensing available (State license enables access to all authorized users)

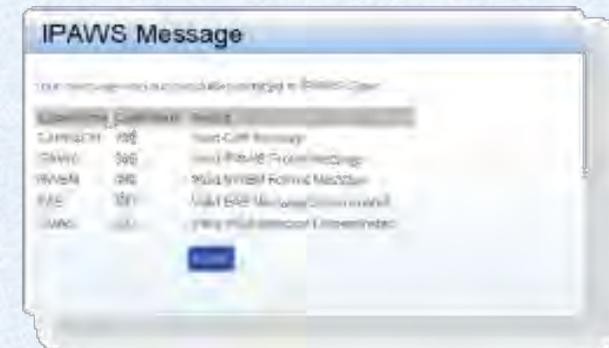


Log in > Create message & select how to send > Confirm IPAWS received message



EAS  NWEM  WEA   
or  
COG to COG

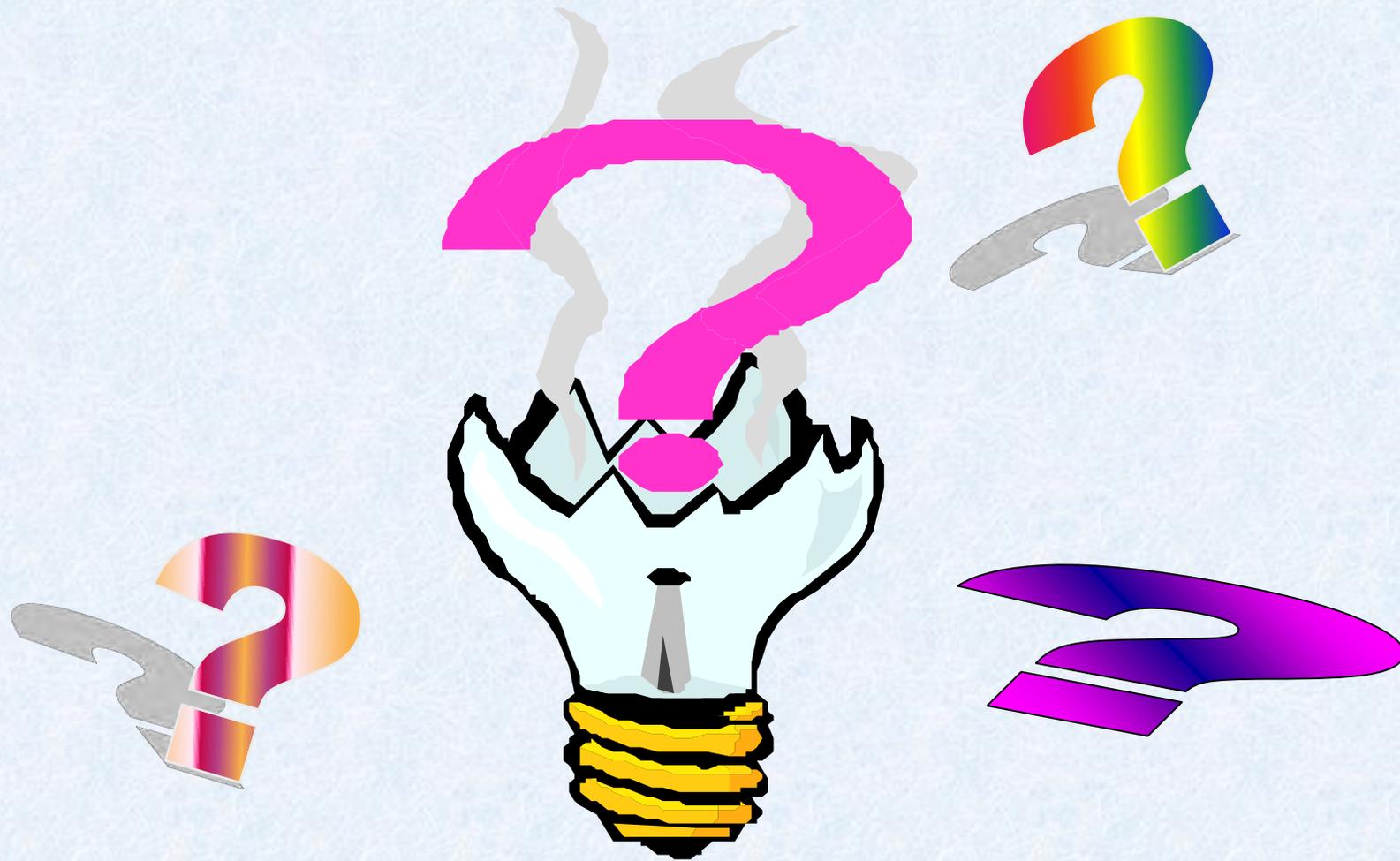
Comprehensive system with advanced capabilities



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# Questions?



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**Thank you for your time!**

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