

Procedure

11.8

**EFFECTIVE
DATE
121503**

Eugene Police Department



Community Emergency Notification System

11.8.1 PURPOSE AND SCOPE

The Community Emergency Notification System (CENS) is a type of "reverse 911" by which people in the community can be quickly and safely alerted to hazards or emergency situations (e.g., flood, sniper incident) and given instructions as to what they should do. The Communications Center (in its role as the Central Lane PSAP) is the "gatekeeper" for CENS in Lane County, and any agency in Lane County would contact the Center to "launch" the system.

PART I - Responsibilities and Procedures for All Personnel

- A. The CENS system
- B. Utilization of CENS

11.8.2 RESPONSIBILITIES AND PROCEDURES FOR ALL PERSONNEL

- A. The CENS system
 - 1. The CENS system is capable of making rapid notification to all non-cellular telephone numbers within predetermined geographic coordinates, or to all numbers on a previously-established list of telephone numbers (e.g., telephone numbers of all city councilors.) A message, recorded by us containing the information and instructions to be conveyed, is played when the phone is answered. The system is programmed to call back up to two additional times if no answer (or a busy signal) is received when the call is made, and has the capability to replay the message.
 - 2. The launch of the CENS system and delivery of messages can take a minimum of fifteen minutes.
 - 3. We are charged for each successful message delivered to a person or answering machine. (For reference, the cost at the time this policy was published was \$.23 per delivered 30-second message, with a cost of \$.46 for each delivered message of 31-60 seconds in length.) Other than in emergencies, you may use equipment only as it was designed to be used.

B. Utilization of CENS

1. A request from this department to use CENS must come from the Watch Commander or Incident Commander, and is made via the on duty Communications Supervisor (x. 2791.)
2. The following information is needed:
 - a. The content of the message to be sent. (Communications can record, or assist in recording, the message.)
 - b. The area to be called, which must be expressed in a radius of feet or whole miles from a given point, either an address or an intersection (e.g., area within 1000 feet from Hwy 99N and Roosevelt Blvd.)