California State University, Los Angeles
Department of Public Safety

NUMBER:	IV-48	**APPROVED**: _____
		Rick Wall, Chief of Police
EFFECTIVE:	**October 1, 2015**	
SUPERCEDES:	**N/A**	**REVIEWED**/REVISED: **October 1, 2015**
SUBJECT:	**Alert Systems – Emergency and Mass Notification**	

I.   PURPOSE:

To provide a guideline for the use of the Emergency and Mass Notification Systems to alert the campus and greater community in the event of an emergency that threatens public safety or other exigent circumstances.

II.   POLICY:

It is the policy of the California State University, Los Angeles to immediately notify the University and greater community upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to public safety occurring on or near the campus <u>without delay</u>, unless issuing a notification will worsen or compromise efforts to contain the emergency.

To fulfill this policy, the University Police will:

- Confirm the existence of a credible emergency event or dangerous situation.

- Determine the appropriate areas of the campus and or greater community to notify.

- Determine message content and appropriate notification methods to employ.

- Initiate and operate the appropriate notification systems or system.

III.   DEFINITIONS:

A.   <u>Emergency Notification System.</u>   An internet based program for the emergency notification of the public, faculty, staff, and students. This program includes email, text messaging, and voice messaging components. It is known as the, "Eagle Alert" system.

B.   <u>Mass Notification System.</u>   An indoor/outdoor, acoustic tone/voice PA Alarm tied into a buildings fire alarm system for the emergency notification of the public, faculty, staff, and students in indoor/outdoor areas, gathering locations, and exterior of buildings.

IV.   PROCEDURE

The use of the notification systems; Emergency Notification System (ENS), and or, the Mass Notification System (MNS) to distribute emergency notifications can be authorized by the President or any of the following designees/officials without delay, if a delay in notification would compromise Public Safety to the campus or greater community:

- Provost, Senior Vice President and COO, Vice President for Administration and Finance.

- University Police Chief/Director of Public Safety, Police Lieutenants, the Watch Commander, or Ranking University Police Officer on scene.

- Director of Environmental Health and Safety.

A. University Emergency Notification System (ENS).

The Emergency Notification System via a Web based interface using primarily email and SMS text messaging to populations across a geographical area by users uploaded or entered into the system.

1. The campus contracts with an outside vendor to provide the internet-based program for emergency notification of faculty, staff and students. This program includes the above described email, and text messaging with optional voice messaging components. This system is known as the, "Eagle Alert", system.

2. Access to the system is granted via authorization and passwords to the following personnel who activate or direct the activation of the Eagle Alert notification system:

- Chief of Police;

- Lieutenants of Operations and Administration/Support Services

- Police Sergeants, Police Watch Commanders

- Administrative Technology Personnel; and

- Dispatchers.

B. University Mass Notification System (MNS).

The University Mass Notification System is divided into 2 areas of notification, Indoor Mass Notification and Outdoor Mass Notification. Not all buildings contain Indoor Mass Notification PA capability (some are still older siren/alarm but non-PA capable). The system is accessed by the Police Dispatcher in Dispatch

1. Indoor Mass Notification. Acoustic devices tied into a buildings fire alarm system designed to provide audible warning within structures. Includes tone/voice warning and live PA capability.

2. Outdoor Mass Notification. Directional acoustic devices tied into a buildings fire

alarm system designed for longer range audible warnings on campus grounds. Includes tone/voice warning and live PA capability.

C.   Conditions to initiate the ENS and the MNS.

The ENS and MNS is used in situations where immediate notification is required for life-saving situations, or any other emergency situations in which information needs to be disseminated quickly to the campus community **without delay.**

The ENS is a "text based" alert system using both e-mail, and SMS texting to deliver a notification, the MNS is an indoor/outdoor, acoustic tone/voice PA alarm tied into a buildings fire alarm system. The ENS and MNS can be used independent of one another, or simultaneously dependent upon the situation.

The ENS and MNS are used for the following situations:

1.) Alert persons of emergency situations, such as the need to shelter in a place, active shooter or other potentially life-threatening situations.

2.) Announcement of drills and exercises, such as evacuation or shelter in place drills.

3.) Alert persons to non-life threatening situations, such as avoidance of an area because of a broken water line, or other unplanned events.

4.) Any other situation deemed necessary by the University President, Chief of Police, or other person acting in their behalf.

3.   Methods in which information will be released via ENS and or MNS Messages.

Messages for this system are one of the following:

1) A pre-set message that can be used for a specific incident, such as a fire or avoidance situation.

2) Messages created for that particular incident. Messages of this type will typically be in the following format:

EMERGENCY NOTIFICATION exists for Cal State Los Angeles [SITUATION] in progress at/in [LOCATION]. [PERSON/AGENCY/DEPT] on scene. Situation is [STABLE, UNDER CONTROL, SERIOUS, and/or CIRCUMSTANCES ARE UNKNOWN]. Access to campus is [RESTRICTED/CLOSED/NORMAL].

3) The pre-set or messages created for the incident will be determined by the individual or office responsible for issuing the emergency notification (usually the Department of Public Safety). Those issuing the notification or notifications should use the following guidelines when determining the contents of the emergency message:

a.) The first message is intended to **Alert** the community or appropriate segment of the campus community of the dangerous condition and the actions they should take to safeguard their and their neighbors safety. Messages distributed in this stage of a

rapidly unfolding critical incident will generally be short, precise and directive.

b.) The second message is intended to **Inform** the community or appropriate segment of the campus community about additional details of the situation. This message is generally distributed once first responders, and or, the Command Post or Emergency Operations Center has additional information about the dangerous situation.

c.) The third, <u>optional</u> message is the **Reassure** notice that is generally distributed once the situation is nearly or completely resolved. The purpose of this message is to reassure the community that the University is working diligently to resolve the dangerous situation.

4. Testing of the ENS and MNS.

   a. Testing of the ENS and MNS will occur at least twice a year.

   b. Three emergency drills occur every academic year. During these exercises, all persons in the CSULA database are sent text and email messages.

   c. Results of the tests (successful sends) are sent to the Administrators of this program.

5. Administration of the Program.

   a. The Lieutenant of Administration/Support Services or designee takes the lead in directing the set-up, testing and administrative aspect of this program with the assistance of designated IT staff.

   b. Other authorized personnel have access to this program and can perform these duties at any time that is required, or when the assigned authorized personnel are unable to access the system.

6. Notification(s) of the emergency notification system (ENS) and Mass Notification System (MNS) to the campus and greater community shall be distributed via:

   a. The Public Safety website;

   b. At crime prevention presentations; and through

   c. Written pamphlets and materials