

CAD TEXT NOTIFICATIONS FOR OUT OF COUNTY AGENCIES

rev. March 3, 2022

1.0 SCOPE

It is the intention of this policy to define the scope of services available to agencies outside of Berks County as they relate to the Berks County Computer Aided Dispatch (CAD) Text Notifications (CAD Text Notifications)

CAD Text Notifications is a sub-system of Berks County's CAD system that sends incident data from CAD through a 3rd party mass notification vendor that allows fire and EMS users to access their incident information via email.

This email can be locally redistributed or used by a messaging aggregator to generate alerting of other types as this next level system might allow.

2.0 POLICY

Agencies outside of Berks County will be eligible to receive text notifications if they are on run cards as part of an initial fire response, are frequent mutual aid EMS partners, or provide unique services that are likely to be required in Berks County in the opinion of Berks DES. It is not the intent of this process to include multi-alarm agencies, or those with infrequent calls to service in Berks County.

Out of county agencies will be required to obtain the endorsement of a partnering Berks County Fire or EMS agency or the Director of Berks DES to be considered for this service.

Out of county agencies requesting CAD Text Notifications will execute a contract that addresses the terms of the relationship with Berks County. It is the responsibility of the requesting agency to educate and inform its employees and/or agents with respect to the risks related to the service including allowable response actions in the time interval between the CAD text notification and a legal dispatch.

The final decision regarding the availability of these services for any agency rests solely with Berks DES.

Berks County will manage a single notification address for these agencies. The notification address must be in the form of a standard formatted email to which the initial notification will be sent. The agency shall be responsible to redistribute the notifications through an internal process or a notification aggregator.

Out of county agencies requesting CAD Text Notifications must agree to receive:

- Administrative messages from Berks DES in addition to incident dispatch information.
- Systemwide messages/alerts transmitted through the notification system.

Only initial notifications shall be provided. Incident status changes, recalls, etc. shall not be conveyed through the process.

CAD Text Notifications to out of county agencies are not to be construed as dispatches. The legal dispatch of an agency is communicated by the agency's primary dispatching point. CAD Text Notifications are an advance means of notification intended to permit an agency to pre-mobilize in

anticipation of a request to mobilize in the form of a dispatch from its primary dispatch point. Agencies shall not “respond” on radio with Berks County DES or their primary dispatching point until a legal dispatch has been received.

CAD Text Notification is a best effort service and subject to outages. Additionally, it relies on commercial telecommunications services to convey the messaging. These services are outside the control of Berks County with respect to the timing of the delivery of messages.

DES is the administrating agency for CAD Text Notifications and reserves all rights in this regard. Berks DES is responsible for issuing, modifying, and rescinding system access credentials for each agency. Berks DES is also responsible for developing, issuing, updating, and rescinding policies related to CAD Text Notifications.

As a condition of use, each field user agency shall take all reasonable actions to assist Berks DES in enforcing the policies among the agency’s employees or agents, including but not limited to, the issuing of internal agency policy as necessary to assist in such enforcement.

3.0 PROCEDURE

- 3.1 Each out of county agency requesting CAD Text Notifications shall complete an out of county text notification request form as will be made available from Berks DES. This form shall be returned to Berks DES with any needed attachments as indicated on the form and which may be modified from time to time as required.
- 3.2 DES will review the request and promptly notify the requestor of approval, denial, or the need for more information/investigation.
- 3.3 If approved, the agency shall make its employees/agents aware of the process, limitations and risks of the notifications and advise the DES point of contact in writing (email) that such effort has been completed.
- 3.4 Berks DES shall implement the notifications in its CAD system and advise the agency that notifications are active in writing (email).
- 3.5 Both parties shall make reasonable efforts to keep the other informed with respect to changes in contact personnel, or modifications to or discontinuation of the process.