

# Annapolis Police Department



## GENERAL ORDER

**Number: I.8**

**Issue Date: January  
2013**

**TO:** All Personnel

**SUBJECT:** Telephone Notification System

### **PURPOSE**

The purpose of this General Order is to establish guidelines for the use of the Code Red Alert Notification System.

### **POLICY**

It shall be the policy of the Annapolis Police Department to use the Code Red Alert System for significant incidents and events where the timely notification of an effected population or geographic area of the city is essential or highly desirable.

### **DEFINITIONS**

- A. **Code Red Alert System-** An automated telephone and text message service that can provide brief informational messages or instructions to the city population or defined segments of the population.
- B. **Emergency Message –** Means any message used to notify the population of an incident and/or impending event that involves the potential threat to life or safety. This type of message pulls telephone data from the 9-1-1 telephone data base to include all published and non published telephone numbers.
- C. **Non-emergency Message-** Means any message used to notify the population of an incident or event deemed crucial to the welfare of the population that does not involve the potential threat to life or safety. This type of message pulls telephone data only from published telephone numbers or individuals who have signed up with the Code Red System to receive city notifications.

#### **I. System Use for Emergencies**

- A. The Code Red System can be used for the following Emergency situations:

1. An active police incident that may pose a threat to the safety of area residents. i.e. active shooter, hostage/barricade, escaped dangerous prisoner.
  2. Environmental disasters to include fires, flooding, dangerous water or weather conditions.
  3. Man-made disasters such as terrorism or bioterrorist incidents and/or threats, gas leaks, chemical spills, or hazmat emergencies.
  4. Search and rescue incidents to include missing children and critical missing adults, evacuation orders and evacuation route information.
- B. An Emergency message must be authorized by a commander of the rank of Lieutenant or above who will review and approve the message content.
- C. An Emergency message can be launched at any time by any person trained in the use of the Code Red System and with the proper authorization. However, care should be taken in consideration to the time of day and the gravity of the emergency (launching a call at 0300 hours for a missing adult without other exigent circumstances may unduly upset residents).

**II. System Use for Non-Emergencies**

- A. The Code Red System can be used for the following non-emergency instances:
1. Crime alerts to specific geographic areas.
  2. Police activity impacting or disrupting a specific geographic area, but not life threatening.
  3. Police information that will be beneficial to the community (notification of an exercise or drill to relieve concern from police activity to an area).
- B. A non-emergency message shall be approved by the division commander of the unit originating the message and should confer with the department PIO concerning message content.
- C. A non-emergency message shall only be launched between the hours of 0900 and 2100 hours.

**III. System Administration**

- A. The Code Red system is a resource provided to all city agencies and was procured by the Annapolis Office of Emergency Management who maintains overall responsibility for the system. Each department within the city is responsible for administering the system within their respective department.
- B. Within the police department, the Code Red system is administered through the Support Services Division.
- C. Division Commanders should designate personnel within their command to launch Code Red messages for their specific needs after the designee has received the Commander's approval.

- D. Designated department members shall receive training on the Code Red system through the Support Services Division, and be provided the appropriate log on, password and launch codes necessary for system use.
- E. The Code Red system generates reports on all activations. A copy of this report shall be forwarded to the Support Services Division who shall maintain a record of all department use of the system.
- F. Complaints arising from the use of the Code Red System should be directed to the Commander originating the message. Individuals wishing to be removed from the emergency notification data base shall be and advised that they will no longer receive any messages from either Annapolis City or Anne Arundel County (shared system) if removed, and be asked to provide a signed waiver (found on Code Red website) acknowledging they no longer wish to receive any notification alert messages. These waivers shall be directed to the commander of the Support Services Division who will coordinate with the Officer of Emergency Management for removal of the affected telephone number from the Code Red database.

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Michael Pristoop  
Chief of Police

References
1. Accreditation Standards: None

**Revision:** This is a new General Order