

Timbrook Public Safety Center
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TO: All Fire and Rescue Personnel

FROM: Drew DeHaven, EMT/Firefighter Technician
Scott Kensinger, Deputy Chief

RE: Active 911 Service

DATE: August 30, 2012

INFORMATIONAL BULLETIN IB-12033

The department has recently created an account with Active 911 which is a digital messaging system that delivers alarms, maps, and other critical information instantly to first responders from department CAD systems.

The Active 911 service allows users to receive incident notifications in one of several formats:

- SMS Text Messages
- Through CADpage
- Android Smartphones
- Apple iPhone and iPad

Each message contains units, incident type, incident location, cross streets, and additional pertinent information as well as a link to a map of the incident.

The biggest feature of the Active 911 service is that it allows special filters to be applied for each individual user. Filters include receiving messages only on specific days working such as every third day for 24 hours or Monday through Friday for 8 hours. Other filters include only receiving calls for specific units such as Wagon 1, Engine 1, Medic 1 and Medic 1-2 or specific incidents such as Structure Fires or General Illnesses. Filters can also be applied differently for on-duty and off-duty hours.

While this service is still in beta form, it has performed very well during our testing phase. This is a free service until the developer is satisfied with the functionality. In the future there may be a nominal charge for the service. Use of this service is strictly

"To develop and deploy a coordinated service delivery system through which the community is provided public safety services in a professional and cost effective manner."

voluntary and personnel that are interested in having messages sent to their device can complete the attached form and send it via intra-department mail to EMT/FF Technician Drew DeHaven or email to ddehaven@ci.winchester.va.us . When filling out the form, please determine the filters for your on-duty and off-duty alerts. An example of an on-duty alert would be for all incidents for Station 1. An example of an off-duty filter would be for all structure fire incidents. Any special notification groups such as for officers, HAZMAT, TEMO and overtime requests will not be affected by the Active 911 service.

For more information on the Active 911 service please view the short presentation; https://www.active911.com/assets/active911_overview.pdf.

To properly manage this service the department is looking for one member of each shift to assist with managing individual preferences. If you are interested, please check the appropriate box on the attached form.

Problems encountered while using this service should be reported to EMT/FF Technician Drew DeHaven or email to ddehaven@ci.winchester.va.us only. ECC personnel are not responsible for this service. This service is not to replace any notification device that users have been provided by the department or text messaging that has been configured.



Winchester Fire and Rescue Department
ACTIVE 911 MESSAGING REQUEST

Name: _____

Cell Phone #: (___ ___ __) ___ ___ - ___ ___

Department email: _____ @ ci.winchester.va.us

Page type (circle one)

SMS (text message)

Cad Page (android)

Active 911 (iPhone)

Shift: (circle one) A B C other: _____

Station assignment: _____

On Duty pages for: _____

Off duty pages for: _____

____ I am willing to assist with managing the Active 911 service.

Send this form to the attention of EMT/FF Technician D. DeHaven via inter-department mail or email at ddehaven@ci.winchester.va.us