



ERIE COUNTY EMERGENCY SERVICES

ALERTING SYSTEM HELP DESK: 716-961-7893 – FAX 858-3900

www.erie.gov/alert – alert@erie.gov

ALERTING PROJECT UPDATE#5

July 21, 2016

Erie County Emergency Services is pleased to announce that all Public Safety Answering Points (PSAPs) within Erie County are using IAM Responding. Staff has worked with each PSAP to answer any outstanding issues or training requests.

Here are a few updates that First Responders should be aware of:

Response Codes for all agencies brought on with the Erie County System have been changed. They are as follows:

1. Station 1
2. Station 2
3. Station 3
4. Scene 1
5. Scene 2
6. On Location
7. Standby
8. Acknowledge
9. Unavailable

*These updates should be relayed to all the “Flip Phone” users so they are using the correct responses when responding.

Those agencies who were previous clients of IAM Responding, your response codes should have remained “As Is”. Once any remaining issues from the initial implementation are addressed, we will entertain requests from agencies for modification of response codes.

As for your old station alerting equipment, (LED Board, Pagers, Printers and control box) Emergency Services Staff will come and remove that equipment from your halls if desired. Regarding the Alpha Pagers, you can dispose of them in an environmentally safe manner. **WE DO NOT WANT THEM BACK!** If you would like the Station House Equipment removed, please email alert@erie.gov and we will get the removal scheduled.

Finally we are pleased to announce an additional agency point of contact, (POC) Train-the-Trainer -System Administrator and Data Coordinators course at the Fire Training and Operations Center on August 23, 2016 at 1900 hrs. where we will share some advanced features of IAM Responding (Course#514-16003). Participation in this training will be limited to the appropriate personnel designated by your agency. Agencies should apply using our standard training registration process at www.erie.gov/fire.

We are excited about this new secondary emergency alerting system and the increased capability for the first responders in Erie County but also understand many of you still have questions. We encourage anyone with questions, concerns or improvement ideas to send them to our Alerting Help Desk at 961-7893 or alert@erie.gov