



## ERIE COUNTY EMERGENCY SERVICES

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

[www.erie.gov/alert](http://www.erie.gov/alert) – [alert@erie.gov](mailto:alert@erie.gov)

# ALERTING PROJECT UPDATE#4

April 22, 2016

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We are pleased to announce that our proposal to move forward in contracting with the selected vendor for our new two-way alerting system was approved by the Public Safety Committee on April 7 and by the full legislature on April 14, 2016. The chosen vendor is: [lamresponding.com](http://lamresponding.com) based in Syracuse NY.

The resolution has already been sent to our legal department for contract approval and execution. We expect that this phase should move smoothly and quickly, allowing us to move forward with implementation, which will take place on a phased PSAP by PSAP basis. A pilot project has already been initiated with East Aurora Fire/Police Dispatch.

We encourage you to visit their web site: [iamresponding.com](http://iamresponding.com) and become familiar with the features and system benefits. However, do not sign up for a free trial or other offer as our program will be phased in to make the project manageable for all parties involved.

As previously stated, existing [lamresponding.com](http://lamresponding.com) users will have their accounts pro-rated and a refund issued once implementation is completed for your agency and dispatch center.

If you have not returned the requested contact form for you to identify who will serve as your agency's System Administrator and Data Coordinator(s), it's imperative that you send it back to our office immediately as we need to start populating that database for both the vendor and our purposes.

The dates and times for the official PSAP Supervisor and Local Agency System Administrator/Data Coordinator trainings have been posted to the training schedule at [www.erie.gov/fire](http://www.erie.gov/fire). Participation in these trainings will be limited to the appropriate personnel designated by your agency, who should apply for these courses using our standard training registration process. End user training will be provided at a later date, in addition to the online resources available from [iamresponding.com](http://iamresponding.com).

We are excited to be moving forward with this significant evolution of secondary emergency alerting capabilities in Erie County and we know you'll have lots of good questions, so please be patient until we have more specifics to share and stay tuned to all of our normal outreach channels.

Stay tuned to fax, email and our social media channels for frequent updates as this system is implemented. Feel free to contact our Alerting Help Desk at 961-7893 or [alert@erie.gov](mailto:alert@erie.gov) with any questions. Thanks.

## 2016 Alerting Project Timeline

TASK/STEP/EVENT/MILESTONE	ANTICIPATED DATE OF COMPLETION
Public Safety Committee approval to advance vendor recommendation to the full Erie County Legislature	<b>COMPLETE</b> April 7, 2016
Full Erie County Legislature approval of alerting system vendor proposal	<b>COMPLETE</b> April 14, 2016
Formal Announcement of Selected Alerting Solution	<b>COMPLETE</b> April 15, 2016
Legal Approval & Execution of Contract with selected alerting system vendor	On or before April 21, 2016
Implementation Start	To be Determined [System will be implemented PSAP by PSAP]
PSAP Supervisor Train-the-Trainer#1:	April 26, 2016 – 0900-1200 To be held at Training & Operations Center
Agency POC Train-the-Trainer#1: System Administrator and Data Coordinators	April 28, 2016 – 1900-2200 To be held at Training & Operations Center
Agency POC Train-the-Trainer#2: System Administrator and Data Coordinators	May 11, 2016 – 1900-2200 To be held at Training & Operations Center
FUTURE PSAP Supervisor Train-the-Trainer(s)	To be Announced To be held at Training & Operations Center
FUTURE Agency POC Train-the-Trainer(s): System Administrator and Data Coordinators	To be Announced To be held at Training & Operations Center
Legacy Alerting System Shutdown	---

ALERTING SYSTEM PROJECT TIMELINE AS OF: 4/15/2016