



COUNTY OF ERIE

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DEPARTMENT OF HOMELAND SECURITY & EMERGENCY SERVICES

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IAM RESPONDING UPDATE

IAM Responding has added their new customizable displays ([overview video](#)) which are included at no additional cost to Erie County. The customizable displays will replace the classic IamResponding display page and allow departments to instead place tiles that show only the relevant information they are looking for. These screens include custom images, weather, apparatus status, scheduling, calendar, multiple maps, incidents, messages and much more on the way. The new "Try the New IaR" tab will only work with Google Chrome.

Click on the link above to view a training video on set up and features.

Please stay tuned for additional updates on the system!

The Help Desk is here to assist the First Responders of Erie County with any questions or issues they may have with the Erie County Alerting Network. By calling 716-961-7893 you will reach a staff member to address your specific issue.

When possible we ask that individual members please contact their Agency Administrator for assistance prior to contacting the help desk so that they too are aware of any issues within their department. You may also submit your requests electronically by completing an Alerting Equipment Service Request by clicking <http://www2.erie.gov/alert/>