



# COUNTY OF ERIE

**MARK POLONCARZ**

COUNTY EXECUTIVE

**DANIEL J. NEAVERTH JR**  
Commissioner

## **DEPARTMENT OF EMERGENCY SERVICES**

45 Elm Street – Buffalo, NY 14203

**716 858-6578 – FAX 858-7937**

[www.erie.gov/emergency](http://www.erie.gov/emergency)

### **IAM RESPONDING SYSTEM UPDATES:**

#### **April 8, 2019 New Feature Release**

**New iOS and Android apps being released on April 8, 2019 will now include an in-app chat feature! This is a new beta feature through which you will be able to live chat with other members in your department, via the IaR apps. These can be 1:1 chats or 1:many chats (up to 100 members per chat). You can also start chats based on your already existing IaR messaging groups. Please be sure to click on the "i" information icon at the top of the new chat screen in your app to see what is included in version 1.0 of IaR Chat, and what is already being worked on for later versions**

**Android users: Be sure to open each agency that you have loaded into your updated app to ensure proper chat registrations can be recorded to trigger your chat alerts. iOS users simply need to open their updated app once to automatically enable all chat notifications.**

#### **Additional reminders:**

1. **IamResponding now includes its own NFIRS 5.0 compliant incident reporting system** for departments that need to submit incident reports to FEMA's National Fire Incident Reporting System. There is no more need to pay additional software vendors for a NFIRS system, and no need to integrate with any other systems; it's now included with your existing IamResponding subscription, at no additional cost! To have your NFIRS system turned on for your department, at no cost, please call the office at [877-509-0381](tel:877-509-0381).

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/>