



COUNTY OF ERIE

MARK POLONCARZ

COUNTY EXECUTIVE

DANIEL J. NEAVERTH JR
Commissioner

DEPARTMENT OF HOMELAND SECURITY & EMERGENCY SERVICES

45 Elm Street – Buffalo, NY 14203

716 858-6578 – FAX 858-7937

www.erie.gov/emergency

IAM RESPONDING UPDATE

Tuesday Tip (1/21/20): Here's your TUESDAY TIP! Did you know that the IaR app works with 3D Touch? You can quickly and easily access your Responding List, Incidents and Mapping. Learn more [here!](#)

Friday Feature Highlight (1/17/20): Did you know that IaR has an in-app Chat feature that allows you to easily communicate with all of your members, AND with all of the members of your mutual aid agencies? Learn more [here!](#)

2020 NEW YEAR UPDATES: Please take a few moments to read our review of 2019 updates and upcoming 2020 plans [here](#).

DID YOU KNOW? IaR offers recurring training webinars so you can learn more about your IaR system and its functions. Under the "Training Webinars" menu item on your apps, you will find links to the webinar dates and times, and you can register for the webinars right through those links.

Don't forget that we also offer "come one, come all" training webinars every Wednesday. Just click the "Training Webinars" menu option on your app, and then select either "General Overview Webinars" or "Advanced User Webinars." Sign up and join the webinars at any time

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).

2. Have you checked out these additional, free IamResponding features:

- Uploading pre-plans to your maps.
- Drawing geo-fences and uploading regional response plans that automatically appear for any incident within the designated region.

- Having IaR automatically notify your family members when you are responding to an incident. so they are aware you will be unavailable for a period of time.
- Adding custom fields to your member profiles to track any dates, information or data that your department needs or wants to keep track of.
- Adding custom emergency contact fields to your member profiles, such as blood type, known medical conditions, physician information, preferred hospital, etc.
- Station alerting settings to turn your IaR system into a station alerting tool.
- The Resources section of IaR, where you can easily make available any number of resources that your department's members need or should have easy access to.

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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/>