



A  
17-108  
05/05/17

## Everbridge Notification System and Outside-Agency Responses to Critical Incidents

Everbridge is a computer-generated, cloud-based system that allows simultaneous, group, emergency and incident-specific informational notifications via text, email, and phone. The City already uses Everbridge for public works and school district emergency notifications, and will use this system to recall Disaster Service Workers in the event of a major incident.

The purpose for the Department Operations Center's (DOC) use of Everbridge is to ensure prompt, real-time, and digitally-memorialized notifications to internal and external stakeholders that an Officer-Involved Shooting (OIS) or other serious, critical, or media-interest incident has occurred (formerly known as "Alpha Pin"). The use of Everbridge also addresses concerns and recommendations from our external stakeholders as memorialized in the Blue-Ribbon Panel and DOJ-CRITA reports.

Upon receipt of an Everbridge notification of an Officer-Involved Shooting, numerous SFPD and outside agency personnel will respond to the scene to conduct their part of the criminal and/or administrative investigation(s). For critical incidents involving Officer-Involved Shootings, Officer-Involved Discharges, In-Custody Deaths, or excessive-force with great-bodily injury allegations, members from the District Attorney's Office, District Attorney Investigations, and/or the Department of Police Accountability (formerly known as OCC) may respond to the scene. When an outside agency representative arrives at the scene, they will identify themselves to an officer controlling access to the yellow-taped crime-scene. **Once the outside agency representative provides their identity, the member must broadcast the identity and/or call-sign of the person, state that they are on-scene (10-97) with their location to dispatch, and ensure that the operational command post is notified for their further action.**

  
WILLIAM SCOTT  
Chief of Police

*Per DB 17-080, sworn members are required to electronically acknowledge this Department Bulletin in HRMS.*