



COUNTY OF ERIE

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DEPARTMENT OF HOMELAND SECURITY & EMERGENCY SERVICES

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www.erie.gov/emergency

IAM RESPONDING UPDATE

PSAP Regional Notices

There is a new update in the app and on the website. One of these is a new menu item in the app menu called "Regional Notices." There's also a corresponding tile on the website information screen called "non- emergent info from dispatch." On this app page and new display tile, you will be able to view non-emergent, regional notices from any dispatch center that you are linked to that is also using lamResponding. You can access this new feature on your PSAP Dispatch Monitoring Screen (look for tab on top of board). If your dispatch center is unfamiliar with this, please ask them to contact our customer support team and we will be happy to show them how that works. That's a great place for them to list hospital status announcements (open, on diversion, etc), road closures, regional meetings, and other regionally relevant matters.

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/>