

# Meyerland Residence Notification System Policies and Procedures

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### **Overview**

The Meyerland Community Improvement Association (MCIA) has developed a process to inform interested residents of security problems and other announcements in Meyerland. It is our goal that the MCIA Notification System will increase neighborhood vigilance and keep resident informed of events, meetings and neighborhood improvements, changes, issues and concerns. Examples of special notifications may include:

- Burglaries that have happened in the past week
- Suspicious persons in the neighborhood
- Time and place of scheduled security meeting
- Annual meetings and events for the association

The MCIA Notification System shall not be used for actual emergencies, such as imminent fire, burglary, hurricane, or other emergency situations. These emergencies shall be communicated to local and federal authorities through their own channels.

E-mail and web site are the primary means of notification. In the event of service outages, the un-affected technology will be used. If both technologies are out of service, the notification process will not be enacted.

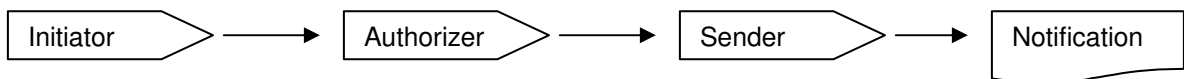
### **Criteria for Notification**

Special notifications must meet all criteria before being authorized for transmission:

1. Information directly affects Meyerland residents
2. Information is timely and meaningful to Meyerland residents
3. If the information pertains to a security incident, then:
  - a) The incident occurred in Southwest Security Association’s areas: Meyerland, Marilyn Estates, Barkley Circle, or Barkley Square, within two weeks of the intended notification
  - b) The incident is deemed high priority, such as a house burglary or physical assault
  - c) The information has been corroborated by the Southwest Security Association, Precinct 5 Constables, and/or Houston Police Department

**Process Overview**

1. **Initiator** contacts the MCIA with information to send through the Notification System
2. **Authorizer** certifies message meets criteria and is factually correct. Authorizer composes message
3. **Sender** sends the message and validates successful transmission



**Individuals Authorized to Enact a Notification:**

“Initiator” means an individual who provides the content of the urgent message.

Initiators

1. MCIA Board of Directors
2. MCIA Staff
3. Meyerland Residents
4. Precinct 5 Constables

"Authorizer" means an individual who has certified that the notification meets the criteria and approves the notification for transmission.

Authorizers for Security Messages

1. Southwest Security Association, Security Manager

Authorizers for Non-Security Messages

1. MCIA President
2. MCIA Vice President
3. MCIA General Manager

"Sender" means an individual who maintains the communication technology and has the capability to transmit the notification.

## Senders

1. MCIA General Manager
2. Web Site Manager

The Initiator and the Authorizer cannot be the same person for a particular notification. The Authorizer and Sender can be the same person.

These lists shall be reviewed and updated at least once per year after a Board election and as needed for staff changes.

## **Guidelines for Notification Messages**

- Messages should include details of *who, what, when, and where*
  - Security messages shall not include identifying information about a victim (no names), or specific addresses (use general block numbers and street names)
- All messages shall end with a signature that identifies the sender and provides a means for feedback or contact. *Example: Bob Marshall, Security Manager, 713-729-2167*

## **Resident Information Management Process**

MCIA collects resident information on a voluntary basis via:

- Sign-up sheets at MCIA meetings, or
- Written requests to the webmaster or the MCIA office, or
- Registration on the Meyerland web site

The database of resident contact information is maintained by the Meyerland webmaster.

## Opt-In Process

The default option for the Notification System is “opt-in,” meaning that residents must request to participate; they are not automatically enrolled. Residents may opt in by providing their information to the MCIA general manager via mail, telephone, or the Meyerland web site. Periodically, the *Meyerlander* newsletter may provide forms to sign up. Registering on the Meyerland web site also “opts in” the resident.

## Opt-Out Process

If residents desire to opt out of the notification system, they must mail or fax their request in writing to the MCIA office, send an email to the webmaster, or un-register from the Meyerland web site.

## **How MCIA Uses Information**

The collected information shall not be used for any other purpose except for special notifications. *Solicitations to vote for a specific Board candidate at the annual election are prohibited.* If MCIA desires to use the email list or telephone it must gain explicit permission from each homeowner.

## **How MCIA Ensures Data Accuracy**

Residents provide their names and telephone numbers on a voluntary basis via forms and the Meyerland web site. Invalid emails that “bounce back,” incorrect phone numbers, and disconnected phone numbers will be automatically removed from the list.

Residents are expected to keep their information current by notifying the webmaster or updating their registration profile on the Meyerland web site.

Residents who wish to change their data must submit a request through the MCIA web or office. No resident can search for names or telephone numbers of other residents, or request that information from the MCIA office.

## **How MCIA-Notification System Secures Information**

Access to the email list is limited to the “Sender” of the process. Copies of data shall be limited.

## **Service Level Agreement**

Messages are transmitted through the Electronic Notification System during normal MCIA office hours.

Information that could potentially be sent through the Electronic Notification System, but is received by the MCIA office outside of office hours, will be reviewed the next business day.

MCIA may remove any subscriber from its email list at any time, without prior notice to the subscriber, due to recurring problems with his/her email account or non-existent account.

MCIA does not guarantee successful e-mail delivery due to problems with Internet Service Providers (ISP), or e-mail account status (full mailbox, etc.)

The elapsed time of notifying all recipients via email is limited by the Service Level Agreement of MCIA’s web hosting company. (As of January 2009, maximum sending capabilities are 500 e-mails per hour.)

## **Policy Revisions**

The Special Notifications policies and procedures shall be revised by the Notification Sub-committee and voted on by the Board of Directors. A simple majority vote shall prevail.

The current Policy shall be made available on the MCIA web site and per request to the office.

<b><i>Date</i></b>	<b><i>Version</i></b>	<b><i>Committee Authors</i></b>
June 7, 2007	Initial version	David Naff, Bill Wong, Shirley Hou
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February 9, 2009	Version 2.0 Final	Approved by Board