



## **Motor Vehicle Division Administrative Memo # 17-04** ***Driver's License and Identity Service Center Panic Button***

**DATE:** December 7, 2017

**FROM:** Mary Ford, Field Manager, Driver & Identification Services

**TO:** All TMC staff, and DIS Staff

### **SUBJECT**

This administrative memo explains the panic buttons located at driver's license service centers around the State, including how to operate and what to expect when the button is pressed.

### **EXPLANATION**

DOT driver's license service centers (17 in total) are located across the state of Iowa and are connected to the Avigilon surveillance system. Each service center has (or will soon have) a panic button that the staff can utilize in the event of an emergency. The Avigilon system allows the TMC to monitor the service centers when the panic button is activated by the service center staff.

The TMC's primary role involves immediately reacting to the activated panic button alarms to minimize the impact of potential safety and security threats. The TMC must be capable of disseminating and reporting the information gathered from video surveillance and intuiting potential threats and quickly acting in the appropriate manner.

### **WHAT'S THE NEW PROCEDURE?**

TMC staff will not actively observe the cameras unless the panic button is activated. When the alarm pop-up display appears on the TMC wall monitor, operators should use the fixed cameras to confirm if the activity is deemed suspicious.

TMC staff should monitor the TMC email inbox for notification of unusual activity at the service center. Emails are typically from either the driver's license supervisor, Ashley Smelser, or Mary Ford.

In the event of a panic button activation the TMC staff will:

- Monitor video feed for activity
  - Open several cameras in Avigilon
  - Monitor for unusual activity

### **Operational Hours:**

If the activity seen on camera is deemed suspicious during normal business hours and the alarm has been activated, operators should contact the following:

- Call nearest ISP Communications Center (whichever is closest)
- Des Moines DPS 515-323-4360

- Atlantic DPS 712-769-2395
- Storm Lake DPS 712-732-1341
- Cedar Falls DPS 319-277-4761
- Cedar Rapids DPS 319-396-4414
- Mary Ford: 515-975-7620
- Denise Said: 563-212-0485
- Bonnie Castillo: 515-290-2864

If the alarm has been activated and there is no apparent problem seen from the cameras, operators, should contact the following:

- Driver’s License Service Center -- to verify if it was inadvertently activated and no further actions are required. DL phone numbers can be found in Dashboard → Contacts → Driver’s License Station.
- Email a notification of the activation to the following:
  - Mary Ford – Mary.Ford@iowadot.us;
  - Ashley Smelser – Ashley.Smelser@iowadot.us;
  - Pertinent DL Supervisor (See table below); and
  - CC: TMC – Keith Ellis – Bonnie Castillo;

**After Hours**

When the alarm is activated after hours we should assume it was accidental but notify the appropriate people to inform them of the alarm. If no activity is present on camera, or, if a power outage occurs at the service center, email the following:

- Mary Ford, Darcy Doty, Melissa Spiegel, Brandie McCuen;
- Ashley Smelser;
- Pertinent DL Supervisor (See table at right)
- CC: TMC – Keith Ellis – Bonnie Castillo.

**Email Parameters**

**Subject of Email:**

- (Location of DL Service Center) Panic Button Activated

**Body of Email:**

- Include the location, time and date of alarm activation, and the end time of monitoring the video feed.

**Example:**

- The Panic Button activated for the Ottumwa Driver’s License Center at approximately 11:56PM on Wednesday, April 9, 2015. The video feed was monitored until 12:11AM with no activity present.

<b>Cheri Hemmen</b>	Burlington	Ottumwa
<b>Deb Short</b>	Iowa City	Muscatine
<b>Delores Johnson</b>	Council Bluffs	
<b>Mark Voss</b>	Ames DL	Marshalltown
<b>Carrie Tietz</b>	Fort Dodge	Mason City
<b>Thad Boyer</b>	Sioux City	
<b>Sherri Ketelson</b>	Clinton	Dubuque
<b>Deb Homewood</b>	Waterloo	
<b>Lisa Miller</b>	Cedar Rapids	
<b>Nichole Martens</b>	Davenport	
<b>Kathy Schultz</b>	Ankeny	Des Moines
<b>Quinta Miller</b>	Ankeny	Des Moines

**SHOULD THE TMC CALL THE DRIVER’S LICENSE SERVICE CENTER IN WHICH AN ALARM HAS BEEN ACTIVATED?**

Yes, the TMC should call the Driver’s License Service Center to ensure that all is well, unless it is determined otherwise by the TMC. The pertinent telephone numbers are as follows:

<b>DL Location</b>	<b>Telephone Number</b>
<b>Ames</b>	515-296-4738
<b>Ankeny</b>	515-237-3091
<b>Burlington</b>	319-754-8683
<b>Cedar Rapids</b>	319-377-7788
<b>Clinton</b>	563-243-2111
<b>Council Bluffs</b>	712-323-0268
<b>Davenport</b>	563-391-1004
<b>Des Moines</b>	515-255-9311
<b>Dubuque</b>	563-584-0264
<b>Fort Dodge</b>	515-573-7625
<b>Iowa City</b>	319-338-5520
<b>Marshalltown</b>	641-752-8559
<b>Mason City</b>	641-423-0119
<b>Muscatine</b>	563-263-3563
<b>Ottumwa</b>	641-682-8435
<b>Sioux City</b>	712-255-8995
<b>Waterloo</b>	319-235-6440

**WILL THERE BE TESTS OF THE SYSTEM?**

Yes, Panic button testing should be done every month. If we have a failure of a panic button test at a Driver’s License Service Center, an email should be sent to the following people:

- Mary Ford, Darcy Doty, Brandie McCuen;
- Ashley Smelser;
- The pertinent DL Supervisor (See table above); and
- CC: TMC – Keith Ellis, Bonnie Castillo and Rebecca Herring.

## PANIC BUTTON TESTING SCHEDULE AND APPLICATION

The 'Panic Button' tab in the DeviceStatus application has been edited for use with SQL server.

When the application is first opened, a number (#) will appear behind the 'Panic Button' tab description indicating the number of buttons that are overdue for a test.

ID	Name	Status	Issue	WO#	DTSIA- WO#	IssueDate
80_147TV	80_147TV - I-80 @ NE 98th St	<input checked="" type="checkbox"/>				
80_148TV	80_148TV - I-80 @ Rest Area	<input checked="" type="checkbox"/>				
80_149TV	80_149TV - I-80 @ NE 112th St	<input checked="" type="checkbox"/>				
80_150TV	80_150TV - I-80 @ Scale Site	<input checked="" type="checkbox"/>				
80_152TV	80_152TV - I-80 @ W 128th St	<input checked="" type="checkbox"/>				
80_154TV	80_154TV - I-80 @ west of IA 117	<input checked="" type="checkbox"/>				
80_155TV	80_155TV - I-80 @ IA 117	<input checked="" type="checkbox"/>				
80_157TV	80_157TV - I-80 @ E of IA 117	<input checked="" type="checkbox"/>				
80_158TV	80_158TV - I-80 @ W of Hwy F48	<input checked="" type="checkbox"/>				
80_159TV	80_159TV - I-80 @ Hwy F48	<input checked="" type="checkbox"/>				

Clicking on the 'Panic Button' tab will display all Panic Buttons.

Type	Location	Phone	Name	IPAddress	Status	Date Last Tested	Next Test
Driver's License Station	Ames	(515) 296-4738	16-Port-HDVA	172.28.202.26	<input checked="" type="checkbox"/>		5/15/2017
Driver's License Station	Ames	(515) 296-4738	8-Port-HDVA	172.28.202.27	<input checked="" type="checkbox"/>		5/15/2017
Driver's License Station	Ankeny	(515) 237-3091	NTCAMARCHANK-02	172.21.38.231	<input checked="" type="checkbox"/>		5/15/2017
Driver's License Station	Ankeny	(515) 237-3091	NTCAMARCHANK-03	172.21.38.232	<input checked="" type="checkbox"/>		5/15/2017
Driver's License Station	Burlington	(319) 754-8683	IDOTBurlington	172.27.13.32	<input checked="" type="checkbox"/>		5/15/2017
Driver's License Station	Cedar Rapids	(319) 377-7788	NTCAMARCHCR	172.27.105.245	<input checked="" type="checkbox"/>		5/15/2017
Driver's License Station	Clinton	(563) 243-2111	NTCAMARCHCLN	172.27.112.248	<input checked="" type="checkbox"/>		5/15/2017
Driver's License Station	Clinton	(563) 243-2111	NTCAMARCHCLN	172.27.112.248	<input checked="" type="checkbox"/>		5/15/2017
Driver's License Station	Council Bluffs	(712) 323-0268	NTCAMARCHCB	172.27.6.236	<input checked="" type="checkbox"/>		5/15/2017
Driver's License Station	Davenport	(563) 391-1004	NTCAMARCHDAV	172.27.107.245	<input type="checkbox"/>	5/4/2017 3:56 AM	5/15/2017
Driver's License Station	Des Moines	(515) 237-3091	NTCAMARCHDM	172.27.143.47	<input checked="" type="checkbox"/>		5/15/2017
Driver's License Station	Dubuque	(563) 584-0264	NTCAMARCHDBQ	172.27.108.240	<input checked="" type="checkbox"/>		5/15/2017
Driver's License Station	Fort Dodge	(515) 573-7625	NTCAMARCHFD	172.27.14.37	<input checked="" type="checkbox"/>		5/15/2017
Driver's License Station	Iowa City	(319) 338-5520	NTCAMARCHIC	172.27.109.235	<input checked="" type="checkbox"/>		5/15/2017
Welcome Center	Lamoni	(641) 784-5300	NTCAMARCLAM	68.171.127.41	<input checked="" type="checkbox"/>		5/15/2017

The operator should call the phone number listed, ask the attendant to push the button, check the 'Status' box to indicate success/failure. Test Date/Time will be recorded automatically and the 'Next Test' date will increase to the next month.