

Alliance for Community Solutions

January 9, 2022

Background

Alliance for Community Solutions (ACS) is a 501c(4) non-profit organization that promotes community welfare, further the common good and enhance resiliency and the general safety and security of all communities and their citizens primarily through shared information, technology and proven practices. Our members are Counties, Cities, Schools, First Responders and the similar that join ACS to help them protect their area communities through life saving information and notification.

One of such shared technology ACS provides to our members is called i-INFO. i-INFO enables our members to send critical notifications, communicating information quickly and accurately to their employees, contractors, students, stakeholders, residents, and subscribers. Members use i-INFO to share important information related to internal business activities, community events, employee and public safety awareness, etc. Notifications are delivered via email, text message, pager and/or voice calls.

All members that use i-INFO are required to execute terms of use which strictly prohibits use of the system to engage or facilitate any unsolicited, unauthorized or unlawful activities, including but not limited to unsolicited marketing, promotion or advertising. The entire "Terms of Use" can be found at <https://www.i-info.com/support/terms/tou.htm>.

Here are some examples of messages ACS members send:

- Dispatch messages to employees or EMS responders
- Public safety alerts such as road closure or fugitive on loose
- Government offices closure
- Severe weather alerts such as tornado and flashflood warnings
- Employee notifications
- Water leak alerts to utility customers
- Mutual aid requests to other members

Mitigation

Each user must login to send notifications. Our system tracks user identity and their system activities. If we receive report of an improper message, we can trace it back to the user who sent the message. The user's account is subject to termination.

ACS does not have direct access to the telephony network utilized to provide the notifications, and therefore cannot obtain a STIR/SHAKEN token and thus cannot sign voice call. ACS utilizes various underlying voice carriers and has worked to ensure that all voice calls are attested and signed.