



Alaska Silver Alert Plan

Introduction

On July 10, 2013, Governor Sean Parnell signed [Alaska House Bill 59](#), providing for a missing vulnerable adult prompt response and notification plan. Such plans are known nationally as “Silver Alert” plans. The following plan is Alaska’s implementation of Silver Alert developed in through cooperation between the Alaska Department of Public Safety, Division of Alaska State Troopers, and the Alaska Department of Military and Veterans Affairs, Division of Homeland Security and Emergency Management.

Silver Alert is a voluntary partnership between law enforcement agencies, state and local government, and Alaska’s media and broadcasters to alert the public when a vulnerable adult is missing and believed to be in serious danger. Under the Silver Alert plan, government, media, and broadcasters use public media to provide the public with information about at-risk, missing, vulnerable adults.

Alaska’s Silver Alert plan provides a way for families, care givers, law enforcement, media, and the public to cooperate in locating missing elderly and disabled persons. A Silver Alert provides the public with information about missing, at-risk, vulnerable adults in order to aid in their return.

As established by HB 59, Alaska’s Silver alert plan defines “vulnerable adult” as *“a person 18 years of age or older who, because of incapacity, mental illness, mental deficiency, physical illness or disability, advanced age, chronic use of drugs, chronic intoxication, fraud, confinement, or disappearance, is unable to meet the person’s own needs or to seek help without assistance.”*

This plan describes the roles cooperating parties play in the Silver Alert system and the procedures for issuing a Silver Alert.

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Activation Criteria

Silver Alerts will not be activated for every missing adult and will be issued only when specific requirements are met. For a Silver Alert to be issued for a missing individual, the following criteria must be met:

- The individual is lost on foot or in some mode of transportation; and,
- The individual is 18 years of age or older; and,
- There is a clear indication that the individual has a deterioration of intellectual faculties, a physical impairment or medical condition that makes them unable to meet their own needs or to seek help without assistance; and,
- Enough descriptive information on the missing individual and their last known location is available to assist with their safe recovery; and,
- Law enforcement verifies the criteria above and believes the missing individual is in danger and may suffer serious harm if not located.

Program Requirements

1. Silver Alerts require a coordinated effort by law enforcement, emergency management, Alaska's broadcasters, and the private sector to ensure the alerts are appropriate and disseminated to the public.
2. Care givers and the public requesting Silver Alert activation must contact their local law enforcement agency or the Alaska State Troopers. Only a law enforcement agency within the State of Alaska may initiate a Silver Alert, in Alaska.
3. Initiation includes following the Silver Alert procedures listed in this plan, taking information from the public, providing media releases and photographs, and notifying the Alaska State Troopers (AST) who will coordinate notifications to other agencies. If a law enforcement agency is unable to fulfill some or all initiation responsibilities, they may contact AST who will initiate the Silver Alert for them and handle those responsibilities.
4. Participation in the Silver Alert program by Alaska's broadcasters and media is voluntary.

Roles and Responsibilities

Elder Care Giver / Health Care Provider requesting Silver Alert

Provides appropriate law enforcement agency with:

- Description of the missing vulnerable adult and photograph if available
- Justification for the Silver Alert based upon criteria listed in Silver Alert plan
- Information on vulnerable adult's behavior, including last known location and potential travel routes or destinations which might aid in locating the missing
- Contact information for post-recovery follow-up inquiries

Law Enforcement Agency with Jurisdiction

- Verify reported missing person meets Silver Alert activation criteria
- Entry of missing person's information into the National Crime Information Computer (NCIC) and the Alaska Public Safety Information Network (APSIN) as a missing person
- Initiate Silver Alert by contacting the Alaska State Troopers Fairbanks Dispatch Center (907-451-5100)

Alaska State Troopers / Fairbanks Dispatch Center (AST/FDC)

- Serves as the initial contact for Law Enforcement Agencies requesting a Silver Alert
- Posts Alert to Alaska Silver Alert webpage
- Sends Alert to Alaska Silver Alert Media Advisory List
- Sends Alert to Alaska Silver Alert public notification list
- Notifies Division of Homeland Security and Emergency Management (DHSE&M) State Emergency Operations Center (SEOC) and Alaska Department of Transportation and Public Facilities (DOT/PF) for the region in which the Silver Alert will be activated
- Notifies bordering Local, State, Federal and Canadian Law Enforcement and/or Customs when circumstances dictate
- Notifies and maintains Silver Alert information on the statewide 5-1-1 emergency number and website
- Provides 24-hour dispatch center for receiving and routing Silver Alert calls and information
- Coordinates with the Alaska State Troopers Public Information Office (907-269-5549) for distribution of Silver Alert on social media

Alaska State Troopers Silver Alert Coordinator

- Coordinates with DHS&EM for after action reviews of statewide Silver Alerts
- Coordinates with DHS&EM for periodic review of the Alaska Silver Alert Plan
- Maintains a Media Advisory List
- Maintains Alaska Silver Alert public notification list and website

Alaska Department of Military and Veterans Affairs (DMVA)

Division of Homeland Security and Emergency Management (DHS&EM)

State Emergency Operations Center (SEOC)

- Serves as back-up to AST/FDC as originator for Silver Alerts
- Posts Silver Alerts on DHS&EM Web site and DHS&EM social media
- Assists AST/FDC with notification of participating agencies and media as needed
- Coordinates with AST Silver Alert Coordinator for After Action Reviews of statewide Silver Alerts
- Coordinates with AST Silver Alert Coordinator for periodic review of the Alaska Silver Alert Plan
- Provides administrative support in developing, implementing and maintaining the Silver Alert plan

Alaska Department of Transportation and Public Facilities (DOT/PF)

- Receives and disseminates Silver Alert information to all facilities under DOT/PF jurisdiction including airports, ferry terminals
- Notifies all DOT/PF maintenance crews via state radio system of Silver Alert
- Assists with activation and posting of Silver Alert on highway dynamic messaging signs directing motorists to call the 5-1-1 number for Alert information

Activation Procedures

1. Local Request / Initial Evaluation of Incident

A care giver of a missing vulnerable adult who requests Silver Alert activation will contact their local law enforcement agency, providing sufficient information so that law enforcement can evaluate if the missing vulnerable adult meets the Silver Alert activation criteria listed in [Appendix 1](#). If law enforcement becomes independently aware of a missing vulnerable adult, they may consider initiating a Silver Alert independent of a care giver.

When a law enforcement agency receives a report that a vulnerable adult is missing and they believe the incident meets the Silver Alert criteria, the incident will be evaluated based upon the Silver Alert Criteria. (See [Appendix 1 – Silver Alert Criteria Checklist](#)).

2. State Notification

If the law enforcement agency supervisor believes a Silver Alert is warranted, they will:

- Enter the incident information into NCIC and APSIN
- Contact the Alaska State Troopers/Fairbanks Dispatch Center (AST/FDC)
- Fax or email a completed copy of the Silver Alert Request form (Appendix 2) to the AST/FDC requesting a Silver Alert.

If the requesting law enforcement agency is able to receive calls from the public, their public contact information will be included. If not, AST Fairbanks dispatch will receive calls from the public and forward them to the law enforcement agency.

3. Silver Alert Activation

Once AST/FDC receives a signed Silver Alert request from a law enforcement agency, a supervisor will confirm the Silver Alert criteria have been met and then proceed with Silver Alert activation.

a. Silver Alert Website Activation

AST/FDC will post the Alert on the statewide [Silver Alert website](#) at <https://silveralert.alaska.gov>. Activating an alert on the website immediately triggers the Silver Alert Secondary Notification System which sends an email to everyone on the bulk email list

The Silver Alert website activation will include:

- Description of the vulnerable adult (name, race, age, physical attributes, clothing worn)
- Where they were last seen and any location they are believed to be destined for
- Any suspect description (if any evidence of abduction is present)
- Any associated vehicle description
- Phone number for the public to call with information
- A photograph of the vulnerable adult and any suspect, if available

b. Media Notification

The Silver Alert information will be sent via email to the Media Advisory List. The AST/FDC will notify the DPS Public Information Office with the Silver Alert information.

c. 5-1-1 Update

AST/FDC will update the statewide 5-1-1 system to include the Silver Alert information.

d. Additional Participating Agency Notification:

AST/FDC will notify the SEOC, DOT/PF Operations, and any other participating agency relevant to each Silver Alert event.

4. Routing of Calls from the Public

The Alaska Silver Alert number, 1-855 SILVR99 (1-855-745-8799) and 9-1-1 will be used for each Silver Alert activation. The Alaska Silver Alert number (1-855-745-8799) rings directly into the AST/FDC. Local law enforcement agencies will also receive calls through local 9-1-1 exchanges. Any call received by the AST/FDC will be forwarded to the appropriate requesting agency after recording the caller's name, call-back number and pertinent details.

5. Cancellation of a Silver Alert

The originating law enforcement agency will contact AST/FDC when the Silver Alert is to be canceled. The AST/FDC will cancel the alert by:

- Updating a cancellation on the Alaska statewide Silver Alert website at <http://silveralert.alaska.gov>. Canceling an alert on the website immediately triggers the Silver Alert Secondary Notification System which sends an email to everyone on the bulk email list notifying them of the cancellation.
- Sending a cancellation email to the Media Advisory List.
- Updating the 5-1-1 system to reflect the Silver Alert cancellation.
- Notifying the DPS Public Information Office of the cancellation.
- Notifying participating agencies of cancellation.

6. Extended Delay Locating the Missing

To allow for distribution of critical road safety notifications on the 5-1-1 system and highway signs, If the missing is not located, after 24 hours, the AST/FDC will:

- Remove the Alert from the 5-1-1 system
- Remove the Alert from all highway road signs

If the missing is not located after 30 days, the missing will be posted to the [DPS Missing Persons Clearinghouse](https://dps.alaska.gov/AST/SAR/MissingPerson) at <https://dps.alaska.gov/AST/SAR/MissingPerson> and AST/FDC will:

- Cancel the Alert on the Alaska statewide [Silver Alert website](https://silveralert.alaska.gov) at <https://silveralert.alaska.gov>. Canceling an alert on the website immediately triggers the Silver Alert Secondary Notification System which sends an email to everyone on the bulk email list notifying them of the cancellation.
- Send a cancellation email to the Media Advisory List.
- Notify the DPS Public Information Office of the cancellation.
- Notify participating agencies of cancellation.

Review Process

After Action Review

An after-action review can be conducted following a Silver Alert activation at the discretion of the agencies involved and will include AST, DHS&EM, and requesting local law enforcement and other involved parties to consider:

- Activation process and procedures: effectiveness
- Possible improvements or refinements
- Media response
- Public response

The review recommendations will be considered when the Silver Alert Plan is reviewed.

Periodic Plan Review

The Silver Alert Plan will be reviewed periodically by representatives from AST, DHS&EM, Alaska Area Broadcasters, representatives of local law enforcement, and Alaska media to consider:

- Activation process and procedures: effectiveness
- Possible improvements or refinements
- Possible improvements in technology

The Alaska Silver Alert Plan will be updated as necessary.

Media Guidelines and Information

Voluntary participation in the Silver Alert program by Alaska's media, with prompt broadcast and distribution of Silver Alerts, is crucial to successfully locating missing vulnerable adults.

1. Silver Alerts will be initiated according to the procedures and criteria in the Alaska Silver Alert Plan following evaluation by local law enforcement. Media will be advised of Silver Alerts through email to the Alaska Silver Alert Media Advisory list.

The Emergency Alert System (EAS) will not be used for Silver Alerts.

2. Silver Alerts will be distributed to Alaska's media for distribution to the public. It is recommended the media consider distribution through the following methods:

- Broadcast special report, crawler, announcement
- Website posting
- Social Media alert / post
- Email broadcast

3. Radio stations are encouraged to broadcast the supplied script at least once an hour for the first six hours and then periodically for the first 24 hours or until canceled.
4. Cancellation of Silver Alerts will be through notice to the Alaska Silver Alert Media Advisory list.

Sample Silver Alert Message

Announcer:

The Alaska Department of Public Safety and the Alaska Division of Homeland Security and Emergency Management are activating the Alaska Silver Alert.

We have just received this important announcement regarding a missing vulnerable adult in (Name of city).

The (law enforcement agency) is asking the public's assistance in locating (adult's name) a (adult's description including race, sex, age, height, weight, hair, eyes). (Adult's name) was last seen (location) and is believed to be in DANGER if not located. (Adult's name) was last seen wearing (clothing description).

Authorities believe (adult's name) was likely traveling (on foot or enter vehicle description).

*For more information on this Alaska Silver Alert please call 5-1-1 or go to our website at **silveralert.alaska.gov**.*

Anyone with any information regarding this Alaska Silver Alert is asked to call 9-1-1 or the Silver Alert Hotline at 1-855-SILVR99; that's 1-855-745-8799.

Appendix 1

Silver Alert Criteria Checklist

1. Is the missing individual 18 years of age or older?
 - IF YES, move to question #2
 - IF NO, consider AMBER ALERT

2. Is there a clear indication that the individual is a vulnerable adult having a deterioration of intellectual faculties, a physical impairment, or a medical condition that makes them unable to meet their own needs or to seek help without assistance?
 - IF YES, move to question #3
 - IF NO, consider further investigation or denial.

3. Is there enough descriptive information on the missing individual, and their last known location, to assist with their safe return?
 - IF YES, move to question #4
 - IF NO, consider further investigation or denial.

4. Do you believe the individual is in danger and may come to serious harm if not located?
 - IF YES, **ACTIVATE SILVER ALERT PLAN**
 - IF NO, consider further investigation or denial.

Appendix 2

Alaska Silver Alert Request Form

Alaska State Troopers Fairbanks Dispatch

Phone: 907-451-5100

Fax: 907-451-5165

Email: dispatch.fairbanks@alaska.gov

Section I – Identification / Time / Location

Full name of missing vulnerable adult:

First	Middle	Last	Suffix
<input type="text"/>			

Date and time discovered missing:

Day / Date	Time
<input type="text"/>	
<input type="checkbox"/> AM <input type="checkbox"/> PM	

Exact address/ location last seen:

Street		
<input type="text"/>		
City	State	Zip
<input type="text"/>		

Known landmarks at or near location of abduction

Last known direction of travel (include highway# and/or street name)

Circumstances surrounding disappearance and any pertinent information:

Section II – Vulnerable Adult’s Personal Information and Description

Is a current digital photo of vulnerable adult attached?

Yes No

If yes, when was it taken?

Date of birth	Sex	Height	Weight	Eye color

Race/ethnicity	Complexion	Hair color	Hair style

Description of clothing vulnerable adult last seen wearing:

(Include any personal items in their possession)

Description of any associated vehicle

Section III – Threat of Imminent Danger

Is the vulnerable adult believed to be in imminent danger?

Yes No

If yes, why?

Is this an abduction?

Yes No

If yes, what evidence exists that the vulnerable adult was abducted?

If yes, is there evidence to indicate the abductor would cause serious injury or death to the vulnerable adult?

Name, Date of Birth, and Description of any suspect(s) in disappearance:

Name	DOB	Description

Section IV – Supplemental

Name of Law Enforcement Agency making Silver Alert activation request:

Agency case/incident number:

Authorizing Officer at Law Enforcement Agency:

Name	Rank
Signature	24/7 Phone Number for Contact

Case Investigators *(for AST purposes only)*

Name	Cell Phone #

Submit completed form to: *(follow-up with phone call to ensure receipt)*

Alaska State Troopers Fairbanks Dispatch

Phone: 907-451-5100

Fax: 907-451-5165

Email: dispatch.fairbanks@alaska.gov

Appendix 3

Definitions, Acronyms, Contact Information

ABA	Alaska Broadcasters Association
AMBER	Abducted Minors Broadcast Emergency Response
APSIN	Alaska Public Safety Information Network
AST	Alaska State Troopers
Care Giver	A family member, health care worker, paid, or volunteer elder care provider who oversees the care of a vulnerable adult.
DHS&EM	Alaska Division of Homeland Security and Emergency Management (907) 428-7100
DOT/PF	Alaska Department of Transportation and Public Facilities, the State agency in Alaska with responsibility for State roads, airports and ferries.
DPS	Alaska Department of Public Safety of which the Alaska State Troopers are a division
EAS	Emergency Alert System, formerly known as the Emergency Broadcast System
FDC	Fairbanks Dispatch Center, Alaska State Troopers (907) 451-5100 Fax: (907) 451-5165 Email: dispatch.fairbanks@alaska.gov
NCIC	National Criminal Information Center
OIC	Officer In Charge
PIO	Public Information Office
SEOC	State of Alaska Emergency Operations Center, operated by DHS&EM (907) 428-7100 Fax :(907) 428-7095 Email: seoc@ak-prepared.com

Vulnerable Adult A person 18 years of age or older who, because of physical or mental impairment, is unable to meet the person's own needs or seek help without assistance.

5-1-1 Alaska DOT/PF phone and website system for reporting road conditions statewide. <https://511.alaska.gov>