

# Commonly asked Questions Re: Reverse 911 (R911)



## **WHEN WILL R911 BE USED TO CONTACT ME?**

*We may call you for evacuation warnings or orders.*

*We may call you with updates regarding a disaster / emergency in your community.*

*We may call you for missing person alerts.*

*We may call you regarding dangerous criminals believed to be in your neighborhood.*

*We may call to give you public health advisories.*

*Always remember that emergency notifications are made through several sources that may include any combination of the following if time allows: R911, the media, Sheriff's Search and Rescue personnel going door to door with Law Enforcement, and Emergency Personnel using P.A. systems to name a few. If you receive an evacuation call, check with your neighbors to insure they received the message as well. Do not wait for the R911 call to evacuate if you see or hear others evacuating due to a wildfire approaching the area.*

## **HOW DOES R911 CALL MY PHONE?**

*R911 is a combination of computer technology and telecommunication technology. On our computer we can draw a map selecting an area we need to make a notification to. We then use a command to queue via our database of all listed and unlisted phone numbers for that selected area. We record our message, and then use a bank of phones to send an automated call to you. We can also create a call list for your street by using a call list program that works particularly well in rural communities.*

## **WHAT IF R911 GETS A BUSY SIGNAL?**

*We may try multiple times. We also get a report telling us what numbers were busy.*

## **WHAT IF R911 GETS MY ANSWERING MACHINE?**

*We can and usually will leave a message.*

## **WHAT IF I USE A CELL PHONE AS MY PRIMARY HOME PHONE?**

*Our newly upgraded Sheriff's Department Website will have a Reverse 911 link allowing residents to register their cell phone numbers.*

## **WILL R911 WORK IF I HAVE CALL BLOCKING?**

*Yes, if you have a caller ID window the ID will read "Sheriff's Alert".*

## **WILL R911 WORK IF I HAVE AN EXTERNAL TELEMARKETER BLOCKER?**

*External telemarketer blockers may block the call. Consider removing the device during emergencies.*

## **WILL R911 WORK IF I HAVE AN UNLISTED NUMBER?**

*Yes. We receive weekly updates of both listed and unlisted numbers from the phone company.*

## **WILL R911 WORK IF I HAVE PHONE SERVICE THROUGH MY INTERNET SERVICE PROVIDER OR VOIP?**

*Yes.*

## **CAN I RECEIVE A TEXT MESSAGE?**

*Soon!! Our R911 system has text messaging capabilities. After the first of the year we will be receiving training from R911 on how to incorporate this into our notification procedures. Like cell phones this will require citizen's to complete an on-line form providing us with the necessary information.*

*Landlines remain the most reliable means for notification, as text messaging, cell phones and the internet can frequently experience spotty reception, dropped calls and delayed messages.*