



Public Alerts System FAQ

What is a Public Alerts System?

It is a system used to send emergency messages with information and/or instructions via voice messages to telephones, text messages, and e-mail. The system already includes most landline phones; however you would need to self-register internet/VoIP phones, mobile phones and e-mail addresses.

Notifications are sent based on the geographic location of the problem; which means you will only receive notifications based on the proximity of your address to the emergency incident. However, some notifications may be more regional.

When might I expect to be notified?

You will receive a notification in cases where emergency action may be necessary. You may receive instructions on what measures to take during a disaster, or you may receive information and instructions about a hazardous situation near your home.

Who will call me?

Washington County Consolidated Communications Agency (WCCCA), your 9-1-1 Center, is responsible for maintaining and activating this system for emergency use, as requested by emergency responders in Washington County. If you receive a call, it will come from one of these agencies, not an outside vendor.

Who should self-register?

- Citizens that don't have landline phones
- Citizens that wish to receive notifications on mobile phones and/or via e-mail
- Citizens with special needs

What phone numbers are already in the system?

Most landline telephones*, both published and non-published are included in our system for the WCCCA service area. This includes all of Washington County as well as the parts of Clackamas County that are served by Tualatin Valley Fire and Rescue, which includes the cities of West Linn and Wilsonville.

Mobile phones and internet/VoIP phones are NOT in the system.

*Please see the list of participating landline telephone providers at the end of this document.

Is there a fee for this service?

No, this a free service provided by WCCCA, your 9-1-1 center.

Will my information be released to anybody else?

No. Your information is stored in a secure database and will not be released to third parties. Avtex, as developer and manager of the CityWatch Online web site, has taken several steps to safeguard the integrity of its data and prevent unauthorized access to information maintained by Avtex. These measures are designed and intended to prevent corruption of data, block unknown or unauthorized access to our systems and information, and to provide reasonable protection of private information in our possession.

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Will I receive solicitation calls or e-mails?

No.

Can I register more than one mobile phone or e-mail address?

When you self-register, you can enter up to three phone numbers of any type (landline, mobile or VoIP) and two e-mail addresses. However, if you register three telephone numbers, the system will not necessarily call the second and third numbers. After the emergency message plays, you will be asked to press 1 to confirm receipt of the message. If you press 1, the system will not attempt to call any additional numbers. If you do not press 1, or if your phone goes to voicemail, the call is not considered confirmed and the next number will be attempted. Please confirm receipt of all emergency messages and make sure to inform everyone who lives at your address about the emergency.

Where do I sign up?

www.publicalerts.org

List of participating landline phone providers:

Allegiance
Advanced Telcom Group
Century Link (FKA Qwest)
Comcast
Electric Lightwave
Embarq
Eschelon Telcom
911 ETC
Global Crossing
Frontier
Level 3
MCI
McLead USA
OGT Telecom
TCG
Time Warner
XO Communications