City of Sacramento Emergency Notification System Exercise October 2016

Frequently Asked Questions

What neighborhoods or area is being tested?

For this test launch of the City of Sacramento's Emergency Citizen Alert System, seven neighborhoods within the City of Sacramento have been selected. Those neighborhoods are: Sundance lake, South Hagginwood, South Natomas, South Land Park, Tahoe Park, Greenhaven and Meadowview.

South Hagginwood and the northwest portion of Meadowview will be targeted with an increase Opt-in campaign due to the low number of "Opt-in's" into the Emergency Notification System. More neighborhoods will receive a test message in the near future.

What is Sacramento-Alert?

Sacramento-Alert is a mass notification system used by the City of Sacramento in partnership with neighboring cities and counties to issue emergency messages to residents and businesses. The system has the capacity and the capability to send thousands of messages within minutes via phone, text and e-mail. Only authorized officials have access to this notification system.

How can I sign-up to receive notifications?

You can sign up on-line by going to www.sacramento-alert.org.

What types of messages will be sent using Sacramento-Alert?

The primary use of the system is to disseminate messages pertaining to public safety, health or welfare of the community.

Why should I sign up? I already get breaking news on my smartphone.

There are so many answers to this but the main answer is your best source of information is directly from your local public safety agencies. News media is an important source for information, but time is of the essence during emergencies. Emergency notifications from Sacramento-Alert are coming directly from public safety officials.

Do I need to register my landline telephone?

No, land-line telephones are already "registered" through the 9-1-1 system. White page and yellow page listed land line phone numbers can also be contacted during emergencies.

Do I have to list my home address when I register?

No. If you do not wish to list your residence address, you can list a neighborhood public building address or an address of a neighborhood park. An address within your neighborhood **must** be listed to receive emergency notifications. All notifications are sent to confirmed geographical addresses.

Why do I have to sign up if I have digital phone or VoIP service?

Digital phone providers, such as Comcast, Verizon & Directv do not use the traditional copper line into the residence; instead they use the internet. Unlike AT&T land lines, digital phone/ VoIP providers do not consistently capture a correct physical address for their phones. Because Sacramento-Alert notifications are issued based on the subscriber address, VoIP/digital phone users must sign up to ensure that the address associated with their VoIP/digital phone is correct.

Why am I receiving messages if I never enrolled in Sacramento-Alert?

If you are receiving messages somewhere other than an AT&T land line, someone with your number may have signed you up, or someone may have accidentally typed in your number when signing up. All landlines have the ability to be reached for an emergency notification, during extreme emergencies.

Why did I not receive a notification from Sacramento-Alert?

If you are not receiving messages from Sacramento-Alert, you are not registered in the system or your neighborhood hasn't been identified to receive this test message. To register go to www.sacramento-alert.org. If you do not have a traditional land-line phone or are using digital phones, you need to register to receive these critical emergency messages.

If I provided more than one phone number, what number will be called?

If an emergency situation arises that requires a notification to be sent to multiple phone numbers, we will activate the system to contact you through the primary contact notification method. If contact is not successfully made, the system will cycle through to the next notification method until you acknowledge or confirm receipt of the message.

How does the Sacramento-Alert respond to busy signals or when there is no answer?

For busy signals, call waiting signals or when there is not an answer, the call will be repeated several times in an attempt to reach you. If the phone is answered by a message recorder, the message will be left on the answering device. If after several attempts the call does not successfully go through, the system will stop attempting to call.

Can I enter my telephone number more than once at different addresses?

Yes. This may be convenient for people who may be caring for family members in different parts of the City.

Will I be solicited in any way at the phone number that I enter?

No. You will only receive phone calls, text messages or emails from Sacramento-Alert when the emergency notification system is activated.

What precautions are taken to protect personal information stored in the Sacramento-Alert?

The City takes citizen security and privacy concerns seriously. Policy and contract agreements with the system vendor have been put into practice that prohibit contact information from being shared, sold, traded, leased or loaned to outside parties. Staff access to citizen contact information is limited to essential public safety personnel.

Does Sacramento-Alert replace other emergency notification systems?

No. This system supplements other communication methods used by emergency responders. During an emergency, the City will use multiple methods to provide emergency information including television, radio, social media and city web sites to broadcast important announcements.

What if my contact information changes?

We can only contact you if we have your information up-to-date.

Who do I contact if I have more questions?

Please call 211 or 311 if you have any further questions or email oes@pd.cityofsacramento.org