

Postage
Required

VENTURA COUNTY SHERIFF'S OFFICE OF EMERGENCY SERVICES
800 SOUTH VICTORIA AVENUE #3450
VENTURA, CALIFORNIA 93009

FOR MORE INFORMATION ON THE
VENTURA COUNTY REVERSE 911®
SYSTEM INCLUDING COVERAGE AREAS:

Internet:

Please visit the County of Ventura website at
www.countyofventura.org
Click on "Disaster Information."
Click on the REVERSE 911® icon.



Email:

reverse911@ventura.org

Phone Number:

(805) 648-9283

Fax Number:

(805) 648-9258

Ventura County Sheriff's
Office of Emergency Services
800 South Victoria Avenue
Ventura, California 93009
Phone: (805) 654-2551
Fax: (805) 648-9258
Website: www.vcsd.org/oes



Ventura County REVERSE 911® EMERGENCY PUBLIC NOTIFICATION SYSTEM



REVERSE 911® in the County of Ventura

REVERSE 911® is a telephonic community notification system that may be used to deliver alerts when there is a threat to the health or safety of residents.

The system employs a combination of database and mapping technologies to allow emergency responders to pinpoint a specific geographic area and deliver the appropriate message to residents in an affected area. If a phone line is busy, the system has the ability to redial the number to make contact. If an answering machine picks up the call, the system has the ability to leave the emergency message on the answering machine.

Currently, **the REVERSE 911®** system database includes both listed and unlisted landline telephone numbers.

The County of Ventura purchased the **REVERSE 911®** system to further enhance the alert and warning capabilities for emergency responders with the County.

It is important for residents not to rely on **REVERSE 911®** notifications as their only means of emergency information. The system may be used in conjunction with information provided to the media, directions given by emergency responders, and information posted on official city, county and government websites.



Register Your Cellular or VoIP Phone Number*

The **REVERSE 911**® database includes both listed and unlisted landline telephone numbers for AT&T and Verizon customers. If your landline telephone number changes, the database will be updated to reflect that change. AT&T sends updates to the Ventura County Sheriff's Office of Emergency Services on a monthly basis and Verizon sends updates on a weekly basis. If you have phone service from a provider other than AT&T or Verizon, you will need to add your telephone number information to the database.

Cellular and Voice Over Internet Protocol (VoIP) phone numbers are not currently in the system database. If you would like to be contacted on your cellular or VoIP telephone during an emergency, you must register your number.

To register your information in the **REVERSE 911**® system, please visit the County of Ventura website at www.countyofventura.org. Click on the "Disaster Information" link and then on the **REVERSE 911**® icon.

*You will be charged the standard fee from your phone provider for receiving the emergency alerts. The County of Ventura is not responsible for any charges that may be incurred as a result of receiving these alerts. Not all areas of the County are covered by these alerts. Please visit www.countyofventura.org for more information.



FREQUENTLY ASKED QUESTIONS

Do I need to register my TTY (Teletypewriter) telephone number?

Yes, even though the **REVERSE 911**® database may include your telephone number, the Ventura County Sheriff's Office of Emergency Services does not know which phone numbers are TTY compatible. Therefore, it is important to register any TTY compatible phone number to ensure that emergency alerts are delivered to the correct device.

What number will appear on Caller ID?

When you receive an alert from **REVERSE 911**®, one of two phone numbers will appear on your Caller ID. The number that shows up on Caller ID will depend upon the geographic area from which the calls originate. The possible phone numbers are: **805-517-1510** or **805-639-3004**. The **REVERSE 911**® system does not have the ability to disable your call intercept/blocking service. If you have either of these services on your landline telephone, please register an alternate telephone number such as your cellular telephone for contact during an emergency.

Can I add more than one telephone number for my household?

Yes, you do have the ability to add more than one phone number for each household. However, in the event of an emergency, it will call all numbers listed for your household. Therefore, it is important to only add the primary contact numbers. This will enable emergency responders to decrease the time it takes to deliver the message to residents in the affected geographic area.

FREQUENTLY ASKED QUESTIONS (CONT.)

Does the system have the ability to send text and/or e-mail messages?

Yes, the **REVERSE 911**® system has the ability to send text and e-mail messages to residents in the affected area. However, the Emergency Services Listing (ESL) does not include e-mail addresses. When residents register their cellular or VoIP telephone number online, they will be required to provide an e-mail address to associate with the number. Therefore, when an emergency alert is sent to the affected area, a voice and text/e-mail message will be sent simultaneously to make sure that the message reaches as many residents as possible. For those residents who would like to add an e-mail address to associate with their landline telephone, they may e-mail reverse911@ventura.org.

What kind of alerts will I receive from REVERSE 911®?

Examples of proper uses of the system include: evacuation notices, hazardous materials releases, community policing activities (AMBER alerts, endangered missing adults, prisoner escapes, high incidence of criminal activity, etc.), and boil water alerts. The system will not be used to deliver political announcements, provide information on community events, or notify residents of road closures (unless it will affect residents during an evacuation). Therefore, when you receive a **REVERSE 911**® message, it is important to listen carefully and follow all instructions provided with the alert.

DO NOT CALL 911 TO CONFIRM WHETHER THE INFORMATION IS CORRECT.



If you do not have access to the Internet:

- Complete the information below
- Separate this portion of the brochure
- Mail to the Ventura County Sheriff's Office of Emergency Services

NAME

PHONE NUMBER - -

ADDRESS

CITY

STATE ZIP CODE

EMAIL ADDRESS

PLEASE CHECK THE BOXES THAT APPLY:

RESIDENCE: BUSINESS:

UNLISTED NUMBER:

TTY NUMBER: