

## ***The CT Alert Emergency Notification System Intro Page with Link to Map Page***

### **Introductory Language:**

Welcome to the Connecticut Alert Emergency Notification System (CT Alert ENS) Home Page. The State of Connecticut has implemented a state-of-the-art emergency notification system to alert residents anywhere in the state about life-threatening emergency conditions. You can get emergency alerts sent to you on any communication method you use, such as your cell phone, e-mail, text message, or certain hearing impaired receiving devices, just by providing your information, and keeping it updated, on the CT Alert ENS Citizen Sign-Up Page.

### **FREQUENTLY ASKED QUESTIONS**

#### **What is the CT Alert Emergency Notification System?**

On September 1, 2009, Connecticut became the first state in the nation to have a statewide emergency notification system. CT Alert ENS allows state and local officials to help protect lives and property by providing critical information to residents during emergencies, including dangerous situations. As Governor M. Jodi Rell stated in an August 5, 2009 press release, "This is a major step forward for state and local governments in meeting their top responsibility: safeguarding the health and welfare of the residents." CT Alert ENS is managed by the State Departments of Public Safety and Emergency Management and Homeland Security.

#### **What can the CT Alert Emergency Notification System do?**

CT Alert ENS has two main components:

- The system allows authorized users to quickly send out an emergency alert to residents in any affected geographic area within the state. Depending on the emergency, the alert may be sent to an entire town, part of a town, a group of towns, or a large area of the state.
- The system also allows public safety agencies to send messages to emergency response personnel.

#### **Where is the CT Alert Emergency Notification System available?**

The system is available for use by state and local 911 Emergency Communications Centers, and some state agencies. At this time, several 911 Emergency Communications Centers have chosen not to use the CT Alert ENS System for local emergency messages, but instead will continue to rely on their existing emergency notification systems. Even if you live in one of the several towns served by a 911 Emergency Communications Center that is not currently using the CT Alert ENS for local emergency messages, you may still receive alerts sent by the State of Connecticut through CT Alert ENS, or from a neighboring 911 Emergency Communications Center that sends out an emergency alert that includes your geographic area.

#### **What is the CT Alert ENS Citizen Sign-Up Page?**

CT Alert ENS uses the state's Enhanced 9-1-1 (E9-1-1) database for location-based notifications to the public for life-threatening emergencies. But the E9-1-1 database includes only traditional wire-line telephone numbers in the state (the "land line" phone you may have in your home). If you want the system to send alerts to other communication devices that you use, then you must provide your contact information by logging in to the CT Alert ENS Citizen "Sign-Up" Database Web Page that you can reach by using the link provided below.

#### **How can I sign up for the CT Alert Emergency Notification System?**

## CTAlert Emergency Notification System

### Who/What is CT Alert?

Connecticut is the first state to roll out a statewide emergency notification system (ENS), CT Alert ENS, which will allow state and local officials to protect lives and property by providing critical information to residents during emergencies and dangerous situations.

### Supporting Points:

#### National –

- Connecticut is leading the charge and taking a very important step in securing the safety and well-being of its citizens and organizations that make their home in the state, by being the first state to recognize that emergency notification technology is a must have.
- Over the last few years, the state has witnessed its share of natural disasters, from severe winter storms to flooding; with the implementation of the CT Alert ENS, state officials can communicate with citizens faster, more efficiently and effectively – when time is crucial.
- The CT Alert ENS enables authorities to send emergency alerts across multiple communication devices—cell phone, email, text messaging, BlackBerry/PDF, etc.—to all citizens who've signed up and provided their contact information.

#### Local –

- The CT Alert Emergency Notification System (ENS) allows emergency managers and designated personnel to effectively communicate critical safety information related to natural disasters, man-made disasters or other emergency conditions. Example uses include evacuation notices, severe weather, public health threats, etc.
- Residents and businesses must opt in/register to receive emergency alerts via cell phone, text message, email, etc. During the sign-up process, individuals can add their contact information and list additional locations in the state for which to receive alerts (home, work, school addresses, etc.) and more. CT residents and businesses can register for the CT Alert ENS, which can be found at: ([ctalert.gov](http://ctalert.gov)).

### **What is the service it provides?**

The CT Alert ENS enables authorities to quickly send emergency communications to hundreds of thousands of people at once and/or target specific geographic areas.

#### **Supporting Points:**

##### National –

- Connecticut officials are focused first and foremost on the citizens of CT and its ability to communicate when necessary to ensure safety. This system use technology that is flexible, easy-to-use, easy to input contact information into and results in fast, reliable delivery.
- The system provides powerful, map-based GIS capabilities enabling users to quickly target residents in specific affected geographic areas.
- The application cycles through each and every communication device—including mobile phones, landlines, BlackBerry smart phones/wireless PDAs, email, SMS, and instant messaging—in the contact path order specified by citizens during the sign up process, until messages are delivered and confirmed by recipients.
- The system enables public safety agencies to send messages to emergency response personnel.

##### Local –

- The system allows emergency managers to easily send one message to reach an entire community or specific affected populations via any communication device – telephone, mobile phone, pager, text, IM, email, etc.
- During the sign-up process, residents can list additional locations in the state for which to receive alerts. For instance, they can receive alerts about emergencies related to their child's school, office, towns where other family members live, etc.
- Emergency notification systems are known to speed message delivery from minutes to seconds.

### **What are the benefits of the ENS system for the public, PSAPS, EMS, public safety and other officials?**

Connecticut's top responsibility is to safeguard the health and welfare of its residents, which is why the state invested in leading technology that provides peace-of-mind, better coordination of first-responder operations and resources, and advanced communications capabilities statewide; however, citizens need to do their part and ensure they've signed up with current information so Connecticut can alert them with critical information.

- The CT Alert ENS will enable the most effective collaboration of resources and the most open dialogue with residents in an effort to ensure the safety of all residents and first-responders throughout the state.
- The more citizens that opt-in, the more CT can keep safe during a disaster.
- The technology behind CT Alert is well tested and has been used by prominent organizations like AirTran Airways, the Red Cross, and local towns including, Durham, Essex and New Haven, South Windsor and Stratford.