

Lower Providence Township

Emergency Notification System Frequently Asked Questions

What is the Emergency Notification System?

The Emergency Notification System allows authorized Township officials to create and rapidly disseminate time-sensitive messages to every telephone number stored in the notification database. With the system, the Township is able to send thousands of messages in minutes. Only authorized officials are allowed access to the system.

How does the system work?

Authorized officials record a voice message that is then delivered quickly to individual phones in the notification database.

What types of messages will be sent using the service?

Any message regarding the safety or welfare of our community would be disseminated using the system. Examples would include severe weather warnings and updates, hazardous traffic or road conditions inside the township or affecting local routes, and any other situation that could impact the safety, property, or welfare of our citizens.

Does the Emergency Notification System replace other systems that have been used to provide time-sensitive information to residents?

This system is a significant enhancement to existing means of communication and is supplemental to, not a replacement for, the systems we have used in the past. The call-in emergency information line 610-539-5900 will still be available. Also, cable Community Access Channel, radio and our Township website will continue to broadcast important announcements.

Is my telephone number included in the notification database?

It is our intention and hope that every residence and commercial facility in our community be included in the notification database. For businesses, we only store one main phone number. For residents, we may have more than one number that belongs to you in the database. Additionally, you may request to have a secondary number be entered into our database for priority calling.

May I use a cell phone as my notification database listing?

Yes, we can accept cell phones as secondary phone numbers in the database and encourage you to request that your number be included.

What precautions are being taken to protect personal information?

The notification system provider, **Connect-CTY™** is a service of The NTI Group, Inc. (NTI). Lower Providence Township and NTI take security and privacy concerns very seriously and will not sell, trade, lease or loan data to any third party. From a technical perspective, the company utilizes multiple physical and

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virtual layers of firewalls to maintain data security. *NTI* only utilizes secure transmissions with its customers. No confidential information is ever transmitted between *NTI* and its customers using e-mail or FTP, but rather always utilizes either a VPN tunnel or SSL. Data is hosted in state-of-the-art facilities which require photo identification, thumb-print recognition, keyed access, and are manned 24/7 with full-security personnel. All data is encrypted prior to being placed on tape for offsite storage. *NTI* also retains an external, independent security firm to perform annual security audits.

Will there be a way to positively identify incoming calls that are made by the Township using the system?

The caller-ID number for calls generated by the emergency notification system will be: 999-999-9999. In addition, every message will begin with the same standard announcement: "Hello, this is an important message from Lower Providence Township." The message content will follow this standard introduction.

Will the system work if I have a call screening system on my phone?

There are several varieties of call screening devices that use differing protocols for screening. In general, the system has been found to work with these devices; but some may require some type of pre-programming to allow our Township's telephone number, 999-999-9999, to pass through. We may conduct periodic tests to assure that messages are being delivered to numbers in the notification database.

If I am a non-resident home or condominium owner, what phone should be listed in the notification database?

For non-residents or owners who reside out of Lower Providence Township, you may provide an additional phone number to be included in our database to contact during certain situations. In general, calls are sent to the primary number only, but we also have the ability to call multiple numbers for each resident or business when requested by the resident or business. Please contact the Township's Emergency Management Coordinator Charles A. DeFrancesco, 610-539-5900, to provide us with that information.

If I have provided more than one phone number, when will they be called?

Should a situation arise that requires us to contact you at multiple phone numbers, we can activate the system to place a simultaneous call to all of your numbers. In most cases, we will be sending calls only to one phone number.

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My primary phone or my second listing is a cell phone with a non-local area code. Will the system call numbers outside the area?

Yes. The area code does not impact whether or not a call is made.

How does the system respond to busy signals or no-answer situations?

For busy signals, the call will be repeated several times in an attempt to reach you. The same is true for No-answer and Call-waiting. If a message recorder answers the phone, 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.

I am receiving Township notification calls at my fax or my secondary phone line. Can I switch to have the system call my primary phone number?

Yes, you can enter, edit or delete your contact information at the Township website, www.lowerprovidence.org, by clicking the "Sign Up Now" link.

I was not able to listen to the entire call. Is there a way to repeat the message?

Yes, at the end of the message playback, simply press the star (*) key on your telephone to have it repeated in its entirety.

I answer the phone but the "Hello" message repeats. It then hangs up, calls back, and the same thing happens again. How can I hear the entire message?

Repeating or looping of messages happens when the system detects excessive noise in the background. This can be caused by loud radio/television volumes, people talking, or busy traffic noise. When you receive the next call, say "hello" once and turn down the volume of your radio/television or press the mute button on your telephone to allow full message delivery.