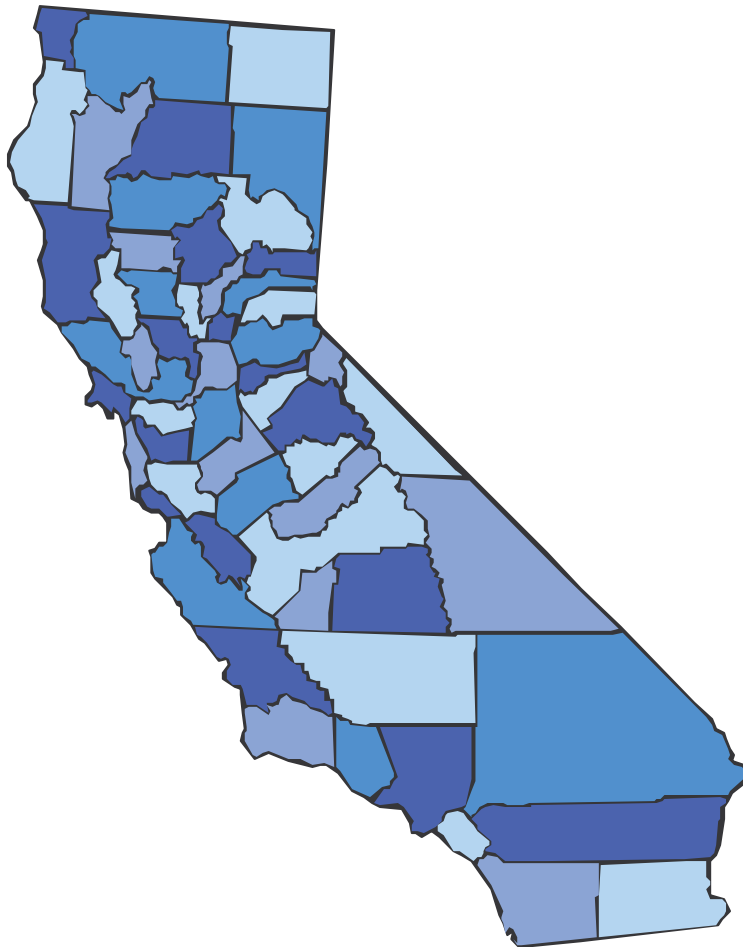


Public Alert and Warning Notification Services by County



California Public Utilities Commission

www.calphoneinfo.com

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For details about each California County's notification program or for more information about and warning notification please see below. Note that alert and warning notification systems are still being implemented in many counties, so while some counties will have sign up links, most do not. If your county does not have a sign-up link below please check back soon, as programs are being implemented quickly.

While this information is organized by county, many municipalities, school districts, and universities run their own reverse calling services. For information regarding the availability and use of these services, please contact your local municipal government, school district, or university of attendance.

For additional emergency preparedness information please see the [California Office of Emergency Services](#).

Use the links below to quickly navigate this document:

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What is alert notification calling?

Alert notification calling, sometimes called 'reverse 911' or 'reverse calling' is when residents receive a phone call alerting them about an emergency situation. Reverse calling alert notification is used all over California to inform residents, and give emergency instructions during fires, flooding, extreme weather, or any other kind of emergency.

Reverse calling services in California are provided by a Telephone Emergency Notification Service (TENS) system, and are an important tool used by public safety officials to get critical information to the public quickly and efficiently. Residents receive a phone call with a prerecorded message such as an evacuation order or a boil water notice. Thousands of such messages are able to be delivered in a short amount of time. Reverse calling has been successfully used throughout California, and was used in Southern California during the 2007 wildfires, where the notifications delivered by such reverse calling systems are widely credited with saving lives.

What sorts of alert notification are there?

There are six common forms of emergency alert and warning notification. Only regular wireline calls will be delivered automatically. For other types of communications technologies you will have to sign up in order to receive notification messages.

Automatic Notification:

Wireline Reverse Calling (aka reverse 911) –

Reverse calling provided over a landline. This category includes landlines provided by both telephone utilities and cable providers. Both listed and unlisted numbers are included in the databases used for emergency notification. Wireline reverse calling does not require prior registration of telephone numbers in order to receive emergency notifications.

Notification that is not Automatic (sign-up required):

Wireless Reverse Calling –

Reverse calling provided over a wireless telephone line (mobile phone). Wireless telephone numbers are not automatically included in databases used for emergency notification, and must be submitted to counties with cellular capability on a voluntary basis at this time.

Text Message Alerting –

Text messages are sent to mobile telephones using the SMS (short message system) protocol. Text messaging requires a compatible mobile phone with text message service activated by the wireless carrier. Text messaging services are not automatically included in databases used for emergency notification, and must be submitted to counties with text messaging capability on a voluntary basis at this time.

VoIP Reverse Calling –

VoIP stands for Voice over Internet Protocol. Nomadic VoIP services such as Vonage fall under this alerting category. Nomadic VoIP telephone numbers are not automatically included in databases used for emergency notification, and must be submitted to counties with VoIP reverse calling capability on a voluntary basis at this time. Fixed VoIP numbers from a cable provider are

automatically included in reverse calling databases similarly to wireline.

E-mail Alerting –

Electronic messages sent over the internet. Access to e-mail is dependant on access to a computer or other mobile device capable of sending and receiving e-mail and access to the internet. E-mail addresses are not automatically included in databases used for emergency notification, and must be submitted to counties with e-mail capability on a voluntary basis at this time.

TTY Messaging –

TTY is an acronym for Teletypewriter, a device used to enable the deaf and hearing impaired to make and receive telephone calls. TTY messages are sent as text to compatible TTY devices. TTY numbers are generally included in the databases used for reverse calling, but are not always labeled as such. It is recommended that you contact your county’s office of emergency services to coordinate delivery of notification messages via TTY.

What sorts of notification are available to me?

For information about services available to you at the county level, please locate your county in the following alphabetical list:

Alameda

Alameda County does not currently run a countywide notification program; however wireline notification may be available within select municipalities. For specific service information please contact your local municipal government.

For additional emergency preparedness information please see [Alameda County Emergency Information](#).

Alpine

Alpine County has received a TENS grant and is in the process of implementing a notification system.

Amador

Amador County has the following notification programs available:

- wireline reverse calling

For additional emergency preparedness information please see the [Amador County Sheriff's Office of Emergency Services](#).

Butte

Butte County has the following notification programs available:

- wireline reverse calling
- wireless reverse calling
- e-mail

To sign up for alerts via wireless, e-mail, or an additional wireline, please see the [Butte County Community Notification Sign-up](#).

Calaveras

Calaveras County has the following notification programs available:

- wireline reverse calling
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Colusa

Colusa County does not currently run a countywide notification program; however wireline notification may be available within select municipalities. For specific service information please contact your local municipal government.

Contra Costa

Contra Costa County has the following notification programs available:

- wireline reverse calling

Additional Data regarding Contra Costa County's notification program was unavailable at the time that this document was created.

For additional emergency preparedness information please see [Contra Costa County Community Awareness and Emergency Response](#)

Del Norte

Del Norte County has received a TENS grant and is in the process of purchasing a notification system.

El Dorado

El Dorado County has the following notification programs available:

- wireline reverse calling

For additional emergency preparedness information please see the [El Dorado County Sheriffs Office](#).

Fresno

Fresno County does not currently run a countywide notification program; however wireline notification is available within select municipalities. For specific service information please contact your local municipal government.

For additional emergency preparedness information please see the [Fresno County Office of Emergency Services](#).

Glenn

Glenn County has the following notification programs available:

- wireline reverse calling

For additional emergency preparedness information please see the [Glenn County Sheriffs Department](#).

Humboldt

Humboldt County has received a TENS grant and is in the process of purchasing a notification system.

For additional emergency preparedness information please see the [Humboldt County Sherriff's Office: Office of Emergency Services](#).

Imperial

Imperial County has received a TENS grant and is in the process of purchasing a notification system.

Inyo

Inyo County has the following notification programs available:

- wireline reverse calling

For additional emergency preparedness information please see [Inyo County Emergency Services](#).

Kern

Kern County has received a TENS grant and is in the process of purchasing a notification system.

For additional emergency preparedness information please see the [Kern County Fire Department](#).

Kings

Kings County has received a TENS grant and is in the process of purchasing a notification system.

Lake

Lake County has the following notification programs available:

- wireline reverse calling.

For additional emergency preparedness information please see the [Lake County Sherriff's Office of Emergency Services](#).

Lassen

Lassen County has the following notification programs available:

- wireline reverse calling.
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Los Angeles

Los Angeles County has identified funding and is in the process of purchasing a mass notification system.

For additional emergency preparedness information please see the [Los Angeles County Emergency Preparedness and Response Program](#).

Madera

Madera County has the following notification programs available:

- wireline reverse calling
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Marin

Marin County has the following notification programs available:

- wireline reverse calling

For additional emergency preparedness information please see the [Marin County Sherriff](#) or [Get Ready Marin](#).

Mariposa

Mariposa County has the following notification programs available:

- wireline reverse calling

For additional emergency preparedness information please see the [Mariposa County Fire Department](#).

Mendocino

Mendocino County has received a TENS grant and is in the process of purchasing a notification system.

Merced

Merced County is in the process of deploying a wireline emergency notification system.

For additional emergency preparedness information please see the [Merced County Office of Emergency Services](#).

Modoc

Modoc County has received a TENS grant and is in the process of purchasing a notification system.

Expected to operational by October 1, 2008, the system will provide the following:

- wireline reverse calling
 - wireless reverse calling
 - e-mail
-

Mono

Mono County has the following notification programs available:

- wireline reverse calling
- wireless reverse calling
- VoIP reverse calling
- TTY notification

To sign up for wireless, VoIP, or TTY alerts, please see [Mono County's Emergency Notification Sign-up](#).

For additional emergency preparedness information please see the [Mono County Sherriff's Department](#).

Monterey

Monterey County has the following notification programs available:

- wireline reverse calling

In addition, Monterey will have the capability to send wireless reverse calls, text messages, and e-mail messages. These functionalities will be brought online in a timeframe yet to be determined.

For additional emergency preparedness information please see the [Monterey County Office of Emergency Services](#).

Napa

Data regarding Napa County's notification program was unavailable at the time that this document was created.

For additional emergency preparedness information please see [Napa County Emergency Services](#).

Nevada

Nevada County has the following notification programs available:

- wireline reverse calling

For additional emergency preparedness information please see the [Nevada County Office of Emergency Services](#).

Orange

Data regarding Orange County's notification program was unavailable at the time that this document was created.

For additional emergency preparedness information please see [ReadyOC](#).

Placer

Placer County has the following notification programs available:

- wireline reverse calling

For additional emergency preparedness information please see the [Placer County Office of Emergency Services](#).

Plumas

Plumas County has received a TENS grant and is in the process of purchasing a notification system.

For additional emergency preparedness information please see the [Plumas County Office of Emergency Services](#).

Riverside

Riverside County has the following notification programs available:

- wireline reverse calling
- wireless reverse Calling
- VoIP reverse calling
- TTY notification

To sign up for wireless or VoIP alerts please see the [Riverside County Early Warning Notification System Sign-up](#).

For additional emergency preparedness information please see the [Riverside County Fire Department](#).

Sacramento

Sacramento County has the following notification programs available:

- wireline reverse calling
- TTY notification

For additional emergency preparedness information please see [Sacramento Ready](#).

San Benito

San Benito County has received a TENS grant and is in the process of purchasing a notification system.

San Bernardino

San Bernardino County has the following notification programs available:

- wireline reverse calling

Additional data regarding San Bernardino County's notification program was unavailable at the time that this document was created.

For additional emergency preparedness information please see the [San Bernardino County Fire Department Office of Emergency Services](#).

San Diego

San Diego County has the following notification programs available:

- wireline reverse calling
- wireless reverse calling
- VoIP reverse calling
- e-mail

For additional emergency preparedness information please see the [San Diego County Emergency Homepage](#) or [Ready San Diego](#).

To sign up for wireless, VoIP, or E-mail alerts please see the [Alert San Diego Sign-up](#).

San Francisco

The City and County of San Francisco has the following notification programs available:

- text message alerting
- e-mail

For additional emergency preparedness information please see the [San Francisco Department of Emergency Management](#) or [72 hours](#).

To sign up for text message or e-mail alerts please see the [AlertSF Sign-up](#).

San Joaquin

Data regarding San Joaquin County's notification program was unavailable at the time that this document was created.

San Luis Obispo

San Luis Obispo County has the following notification programs available:

- wireline reverse calling

For additional emergency preparedness information please see the [San Luis Obispo County Office of Emergency Services](#).

San Mateo

San Mateo County has the following notification programs available:

- wireline reverse calling
- text message
- e-mail

To sign up for text message or email alerts, please see [SMC Alert](#).

For additional emergency preparedness information please see the [San Mateo County Sherriff's Department Office of Emergency Services](#) or [SMC Ready](#).

Santa Barbara

Santa Barbara County has the following notification programs available:

- wireline reverse calling
- wireless reverse calling
- VoIP reverse calling
- TTY notification

To sign up for wireless, VoIP, or TTY alerts please see [Santa Barbara's Emergency Alert Sign-up](#).

For additional emergency preparedness information please see [County Of Santa Barbara Emergency Information](#).

Santa Clara

Santa Clara County is in the process of purchasing a notification system.

For additional emergency preparedness information please see the [Santa Clara County Office of Emergency Services](#).

Santa Cruz

Santa Cruz County has the following notification programs available:

- wireline reverse calling
- TTY notification

Additional data regarding Santa Cruz County's notification program was unavailable at the time that this document was created.

To sign up for alerts via wireless reverse calling please see the [Santa Cruz Consolidated Emergency Communications Center](#).

For additional emergency preparedness information please see the [Santa Cruz County Office of Emergency Services](#).

Shasta

Data regarding Shasta County's notification program was unavailable at the time that this document was created.

Sierra

Sierra County does not currently run a countywide notification program; however wireline notification may be available within select municipalities. For specific service information please contact your local municipal government.

Siskiyou

Siskiyou County has the following notification programs available:

- wireline reverse calling
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Solano

Solano County has the following notification programs available:

- wireline reverse calling

For additional emergency preparedness information please see [Solano County Emergency Services](#).

Sonoma

Sonoma County has the following notification programs available:

- wireline reverse calling

For additional emergency preparedness information please see the [County of Sonoma Department of Emergency Services](#).

Stanislaus

Stanislaus County has the following notification programs available:

- wireline reverse calling
- TTY notification

For additional emergency preparedness information please see [Stanislaus County Emergency Services](#).

Sutter

Data regarding Sutter County's notification program was unavailable at the time that this document was created.

For additional emergency preparedness information please see [Sutter County Emergency Services](#).

Tehama

Tehama County has received a TENS grant and is in the process of purchasing a notification system.

Trinity

Trinity County has received a TENS grant and is in the process of purchasing a notification system.

Tulare

Tulare County has received a TENS grant and is in the process of implementing a notification system.

For additional emergency preparedness information please see [Tulare County Emergency Services](#).

Tuolumne

Tuolumne County has the following notification programs available:

- wireline reverse calling
- email alerting
- text message (SMS) capability – not currently in use
- wireless reverse calling – to be implemented in 2009

For additional emergency preparedness information please see [Tuolumne County Office of Emergency Services](#).

Ventura

Ventura County has the following notification programs available:

- wireline reverse calling
- wireless reverse calling
- VoIP reverse calling
- text messaging
- email
- TTY notification

To sign up for alerts via wireless, VoIP, or email please see the [Ventura County Reverse 911 sign up](#).

For additional emergency preparedness information please call the Ventura County Reverse 911 hotline at 805-648-9283 or see [Ventura County Disaster Information](#).

Yolo

Yolo County does not currently run a countywide notification program; however wireline notification may be available within select municipalities. For specific service information please contact your local municipal government.

For additional emergency preparedness information please see the [Yolo County Office of Emergency Services](#).

Yuba

Yuba County has the following notification programs available:

- wireline reverse calling

For additional emergency preparedness information please see [Yuba County Emergency Services](#).
