Public Alert and Warning Notification Services by County

California Public Utilities Commission

www.calphoneinfo.com
Summer 2008
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:

What is alert notification calling?
What sorts of alert notification are there?
What sorts of notification are available to me?

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

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 Sheriffs 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.

**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

**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 Sheriff’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 Sheriff'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

**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.