



FAQ Sheet Target Notification - Jefferson County E911 Authority



<http://www.your911.net>

Below are sample questions and answers that may be used as a reference for creating your own citizen FAQ section for your agency's web page.

Who should opt in?

All wireless and VoIP phone subscribers within Wheat Ridge, Colorado who wish to receive Target Notifications. Subscribers' wireless and VoIP information will be kept in a separate database, so that if subscribers are already in the 9-1-1 landline database their information will not be changed.

Will my information be sold or distributed?

No. All of the information you enter will feed directly into the Target Notification secure database. This information can only be accessed by system administrators and the data will never be sold or distributed to third parties.

When will I receive phone calls?

You will receive phone calls when the Target Notification system is activated and your address is within the geographic area chosen to receive the notification message. The Target Notification system will only be activated for emergency purposes such as Flood or Tornado Warnings, Amber Alerts, etc.

What do I do if I move?

If you move after you have entered your information into the website you will need to go back into the website and re-enter your information with your new address.

Can I add my landline telephone number?

Yes. You can enter your landline phone number into the Opt-In website. If your landline phone number is already in the database, the data you enter into the site will NOT overwrite the existing information for your landline telephone number. If your landline phone number is not already in the database, then the new information will be entered into the database.

Can I enter my telephone number more than once at different addresses?

No. The last address that you enter into the website will be the only location that your telephone number is associated with. Your telephone number can only be in the database once, at one location.

Do I have to enter an actual address?

Yes. If you enter an address that does not exist you will not be in the database and will not be contacted when the Target Notification system is activated.

Will I be solicited in any way at the phone number that I enter?

No. You will only receive phone calls when the Target Notification system is activated and your address is within the geographic notification area chosen. The Target Notification system will only be activated for emergency purposes.

If I am in a location that is different than the address that I enter into the website for my wireless phone, will I still be contacted if an emergency affects the address entered?

Yes. No matter where you are physically located, you will only receive calls for emergencies that affect the address entered into the website. So if you are on vacation in a different state you will still receive a phone call if the address you entered is affected by an emergency.

After I create my online account, how long will it be before my phone numbers are "active" to receive target notification?

Your phone numbers should be ready to receive target notification about one week from your account creation date.

How will I know if I am receiving a target notification call?

At the beginning of a target notification call, the official agency providing you instructions will identify themselves (i.e. Please stay on the line for an important message from the Wheat Ridge Police Department....) In addition, your caller ID will likely display the agency's name and a call back number.

Are there any fees associated with target notification?

There are no fees to create an account with target notification, regardless of the number of phones and VOIPs that you enter. However, target notification calls to cell phones will be deducted from your cell phone plan's minutes, just as any other incoming call. The cost of the service is provided by fees paid to the Jeffco/Broomfield Emergency 911 Authority.

Can I register to receive a text message target notification?

At this time, there are no texting options available.

Is the target notification system able to assist individuals that are deaf or hard of hearing?

Target notification does have TTD capabilities to assist those individuals.

Can I select the types of emergency situations that I want to be included in the target notification and exclude others (i.e. wildland evacuations but not Amber Alerts)?

No. Numbers registered with target notification will receive all messages impacting their area.

If I have a "blocked" phone will this impact target notification?

Yes. You will not receive the notification call with a blocked telephone line.

If I miss part of the message, what do I do?

At the end of every target notification message or phone call, you can press 1 to have the entire message repeated. If for any reason your message is cut off and you have questions or do not understand the message, a contact number will be provided for you to call for clarification.

If I make a mistake on my account and submit the wrong phone number/s how do I make a correction?

If you need to correct any information on your account after you have submitted it, you will need to contact your local dispatch center. Please use the non-emergency line so that individuals needing emergency assistance may be served quickly.

Arvada Fire	303-424-5566
Arvada Police	720-898-6900
Broomfield Police	303-438-6400
Evergreen Fire	303-674-2323
Golden Police/Fire	303-384-8045
Jefferson County Sheriff	303-277-0211
Lakewood Police	303-987-7111
Westminster Police/Fire	303-658-4360
West Metro Fire Rescue	303-969-0245
Wheat Ridge Police	303-237-2220
Wheat Ridge Fire	303-969-0245