

What is the Henrico County Community Emergency Notification System?

It is a new alert system designed to keep residents and others informed about countywide or localized emergencies.

How does the system work?

During an emergency, public safety officials can send messages quickly and directly to landline phones, wireless phones, computers and other mobile devices. Each phone or device is assigned or registered to a street address in Henrico.

Officials can direct messages to the entire county or to a selected geography as warranted by the situation. For example, a message about a missing person

may be sent to a limited area near the person's home. Similarly, a message about an approaching tropical storm that may affect all of Henrico would be issued countywide.

Do I have to sign up?

No registration is necessary to receive messages on your landline phone; each is already associated with a street address through Henrico's 911 system.

However, you must register at www.HenricoAlert.org if you would like to receive messages on your wireless phone, computer and other mobile device. Registration is optional but strongly encouraged.

Why should I register my wireless phone if messages also will go to my landline phone?

Henrico wants to be able to provide critical information directly to residents and others wherever they are. Some emergencies, such as extreme weather, can temporarily disrupt electrical service and even phone service at home. If your wireless phone or other mobile device is registered to receive emergency messages, you will be able to stay informed wherever you go.

What kind of messages will I receive?

All phones and devices will be set up to receive messages related to actual emergencies, such as evacuations, extreme weather, missing persons, spills of hazardous materials and boil-water situations.

In addition, users of wireless phones and other mobile devices have the option to receive general notifications about nonemergency situations, such as major road closings.

Is the service for Henrico residents only?

No, anyone interested in receiving emergency information from Henrico can sign up. This includes nonresidents who may work in Henrico and others who simply would like to receive the messages.

What if I'm unavailable when the system calls?

Your phone's ID display will show "Emergency Comm" with the number, 1-866-419-5000. If you miss the call, you can listen to your voicemail or dial the number to hear the entire message.



Hasn't Henrico had an emergency alert system for a few years?

Yes, Henrico introduced an emergency alert system in 2007. The new system is faster, more efficient and significantly less expensive to operate. It's powered by the CodeRED system, which is hosted by Emergency Communications Network LLC.

Is there a cost to sign up?

No, there is no cost to register. Standard messaging fees from your wireless service provider may apply. A free CodeRED app is available for iPhone and Android devices.

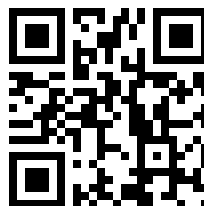
Is this the only way Henrico will provide emergency information?

No, Henrico will continue to provide critical information through many other means, including Henrico County Television; the county's website, www.co.henrico.va.us; Twitter; and local print and broadcast media.

Where can I get more information?

Go to www.HenricoAlert.org or www.co.henrico.va.us/fire.
You also may call (804) 501-4900.

**Proud of our progress;
Excited about our future.**



HENRICO COUNTY

Community Emergency Notification System



**Keeping You Safe
at Home, Work
and on the Go!**