

## Answers to Frequently Asked Questions

### ***What is the ALERT Franklin County Notification System?***

This service allows you to sign up to receive emergency and community alerts on your cell phone, work phone, text message, email, home phone, and more. You can also choose the locations you want to be contacted about. You can receive notifications about emergencies that may affect your home, your parents' home, your workplace or your child's school, as long as those locations are within the boundaries of Franklin County.

### ***When will the system be used?***

ALERT Franklin County will be used to notify you about imminent threats to residents' health and safety, as well as for useful community alerts. Public safety officials will send alerts about emergencies such as severe weather, floods, gas leaks, or critical police activity.

### ***Will I still get emergency notifications if I don't sign up?***

If you don't sign up for ALERT Franklin County and did not previously register with UA Alerts, you may or may not still receive notifications on your traditional listed home or business phone, but nowhere else. You **MUST** sign up to ensure that you will receive alerts in a way that is most timely and useful for you, such as through text messages, emails and calls to your cell phone.

### ***What if my phone number or email address changes?***

The system is only as good as the information you provide. If your cell phone, work phone or email address changes, you must go to your profile and update the information. The one exception is traditional listed landlines. If a traditional listed landline changes to another listed landline number, that information will be automatically updated annually.

### ***Will my information be shared with others?***

No, unless it is required by state law or court order, the information that you provide will only be used for emergency and community notification purposes. We will not give or sell your telephone numbers or email addresses to any vendor or other organization.

Updated November 2015

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# ALERT Franklin County Notification System



**ALERT** Franklin  
County

Emergency Notification System



**Everything you need  
to know about  
ALERT Franklin County,  
a countywide  
emergency and news  
notification system**



CITY OF | **UPPER  
ARLINGTON**

# ALERT Franklin County Notification System

The City of Upper Arlington launched UA Alerts, a mass notification system, in 2012. The City continues to provide this community service, but effective November 2015 the City transitioned UA Alerts accounts to the ALERT Franklin County emergency notification system.

*ALERT Franklin County, which uses the same software provider as UA Alerts (Everbridge Solutions), is being made available to municipalities countywide by Franklin County Emergency Management & Homeland Security (FCEMHS).*

*Upper Arlington residents who register for the new system will continue to receive notifications from the City but they will come through the ALERT Franklin County system. The City will continue to alert you to emergency situations that include impending severe weather, fires, toxic environmental issues, missing children and criminal activity, as well as other important City service updates and community news.*

*FCEMHS will also use ALERT Franklin County for notifications relating to severe weather, dam failures, terrorism, major hazardous material incidents, major aircraft accidents, significant civil disturbances, major utility disruptions, damage producing earthquakes and other warnings.*

***The success of ALERT Franklin County relies on YOU – adding and prioritizing your contact information, and keeping it current, is the only way to ensure that we can quickly and effectively reach you in an emergency situation. Text messages continue to be the quickest way to receive updates.***



In addition to receiving emergency notifications from the City and Franklin County Emergency Management & Homeland Security, you can also register for updates on the following items:

- **Police Crime and Safety Alerts**
- **Construction and Utility Updates**
- **Recreation and Event Updates**
- **Fire Division Alerts**
- **City Services and News Updates**

## Transitioning to ALERT Franklin County

### How to Register:

- We encourage all residents and businesses to opt-in to the new ALERT Franklin County system.
- All households and businesses with traditionally listed landlines have already been included in the system, but they should still register to tailor their account to receive the updates they want via the communication channels they use most frequently.
- Create an account at [www.uaoh.net/alertfranklin-county](http://www.uaoh.net/alertfranklin-county). The page includes full registration instructions.

Note that old accounts with UA Alerts cannot be transferred. All households and businesses registered with UA Alerts have been included in the system but they should still register with ALERT Franklin County to tailor their account and take advantage of the systems upgraded features.

## How the ALERT Franklin County Notification System Works

When the City or FCEMHS issues a message about a potential safety hazard or concern, messages will be sent - in priority order - to all standard voice and text communication devices that you have registered, including landline phones, cell phones, email and more. If you don't confirm receipt of the message, the system will try to reach your second contact number or email. The system will continue trying to contact you until it receives a confirmation from you.

## Keep Your ALERT Franklin County Profile Current

The ongoing success of the ALERT Franklin County Emergency Notification System relies on you. Once you are registered, it is important that you remember to update your contact information any time that you change a phone number or email address. Also be sure to update your location settings when you move, get a new job, etc.

**Update and Create Accounts at  
[www.uaoh.net/alertfranklincounty](http://www.uaoh.net/alertfranklincounty)**