



We are pleased to announce the launch of a new mass notification system for the County! The Ever-Bridge Notification System includes three functions: Emergency notifications, a citizen portal, and employee notifications. Information about each is listed below.

Emergency Notifications: Important emergency messages may be sent to the entire County or specifically targeted to certain geographic areas. It utilizes public and non-public phone numbers obtained from Verizon 911 to be used **ONLY** in emergencies, publicly available numbers from the white and yellow pages, and the numbers provided in the Citizen Portal and Employee Notifications (see below)

Citizen Portal: Provides emergency notifications and “opt-in” notifications for purposes such as weather alerts, meeting notices, and program cancellations. Each person who chooses to receive these messages may provide multiple means of notifications (text, email, home phone and/or cell phone) and may include one or more physical addresses (like your homes, schools and/or workplace). The system will stop notifying you once it receives confirmation that you've received the notification. The citizen portal is available at <https://member.everbridge.net/index/892807736721723>.

Ordinarily the notifications will be in the order below. Each method will ask you to confirm that you received the message. Once you confirm, this will terminate the chain and won't attempt contact to the rest of the methods. Caller ID will usually be from 540-967-4578.

- 1) text message to primary cell phone
- 2) text message to secondary cell phone
- 3) email to primary email address
- 4) email to secondary email address
- 5) voice call (may be computer-generated) to primary cell phone
- 6) voice call to secondary cell phone
- 7) voice call to home phone
- 8) voice call to work phone

Adding yourself or others to the citizen portal is completely separate from the employee section described below and anything you add here does not update your employee record below. You are encouraged to have your information in both places to take full advantage of this new system.

Employee Notifications: Provides the capability to send County employee notices such as “delayed openings” announcements. It is important that employee data is correct so that notifications are received. Please review your data on the County Intranet to ensure that it is up to date. If you are unable to access this site, please inform IT Support or send your current contact information (Home address, home phone, work cell phone, personal cell phone and email) to CitizenAlert@louisa.org. Information marked private on the Intranet is **ONLY** viewable to you and the system administrators.

So, please help us to keep our employee information up-to-date. I know most of you who did receive the delayed-opening notification appreciated getting the message, but I’m sure that anybody receiving the call because of the wrong numbers in our system probably did not. Thank you for your help as we work to successfully launch this exciting new system!