



REVERSE 911



What is REVERSE 911?

REVERSE 911 is a Community Telephone Emergency Notification System. It is built to pull up a selected grouping of phone numbers, call the number and play a prerecorded message giving emergency instructions to whoever receives the message.

How does REVERSE 911 work?

The Redmond Fire Department uses **REVERSE 911** through NORCOM. This system allows fire officials to quickly record a message and send it out simultaneously to all phones in a pre-programmed area. This system can call thousands of phone numbers each hour. Under emergency circumstances, residents and businesses would receive an alert. This tool can be used to warn citizens of fires, chemical spills, gas leaks, or other natural or man-made emergencies. When a resident or client answers the phone, the recording identifies itself as **REVERSE 911**. Emergency information is provided and an indication is given if there will be a follow-up message.

Why do we need REVERSE 911?

Areas within Redmond Fire's area (City of Redmond and Fire District 34) are prone to natural disasters such as floods and windstorms. Quick and reliable dissemination of information is crucial to the successful mitigation of incidents and the safety of our citizens.

What do residents need to do?

Residents who have conventional and listed phone lines (also known as land lines) are automatically included in the database.

Residents and businesses that use unlisted numbers, a cell phone, or voice-over internet phone (i.e. Vonage and some other internet providers) are not automatically included in the **REVERSE 911** database. **Residents wishing to have these numbers included in the database need to register with NORCOM. The easiest and quickest way to do this is to register on NORCOM's website at www.norcom.org/reverse911.cfm**