NEWS RELEASE

FOR IMMEDIATE RELEASE

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Residents Urged to Sign Up for Emergency Alerts Via Text Message and VoIP

SAN BERNARDINO COUNTY, CA – Features of the County's emergency notification system allows public safety personnel to reach more residents than ever before during disasters.

The Telephone Emergency Notification System (TENS) uses listed and unlisted numbers in the region's 911 database to alert residents of life-threatening emergencies and San Bernardino County updates this database every six months. TENS is a proven success, and has placed hundreds of thousands of calls during wildfire and flood events since its creation in 2004. However, the 9-1-1 database only includes landline telephones, so other numbers must be registered. If resident wishes to receive an emergency alert text message on their cell phone or an emergency call on their Voiceover Internet Protocol (VoIP) phone they must register the number in the system.

TENS is only used in potentially life-threatening incidents such as an evacuation during a wildfire or earthquake. When the County deems it necessary to activate TENS, it will call the numbers in the 9-1-1 landline database in the affected area, and another separate alert will also go out via text message to the cell phones of those residents who have signed up for these alerts. In addition, a call will also be placed to any VoIP numbers that have been registered. The TENS system is currently TTY and TDD capable, however, residents who use these devices are encouraged to enter their numbers using this new feature so that the County can ensure they receive a message appropriate for their device.

To sign up, please visit www.sbcounty.gov and click on the "Sign Up for Emergency Alerts" icon or from the home pages of the County Fire and Sheriff's departments at www.sbcfire.org or www.sbcsd.org. Thanks to the partnership with San Bernardino County's 2-1-1 Social Services Hotline, residents who do not have internet access may register by dialing 211 to sign up.

Since many households do not have landlines these days, we hope that this additional method will go further towards alerting residents and enhancing the overall safety of even more San Bernardino County citizens.

Be Prepared BEFORE disaster strikes. Learn more by visiting www.sbcfire.org.

The County of San Bernardino Fire Department and Sheriff's Department utilizes multiple ways to notify residents of impending danger, but residents should not wait for or rely exclusively on any single notification system. If you are concerned about your safety and welfare, please evacuate.