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**1. What is VC Alert?**

Ventura County has implemented a state-of-the-art emergency notification system that may be used to deliver time sensitive emergency alerts to residents when there is a threat to your health and safety.

**2. What is the intended use of the system?**

The VC Alert emergency notification system is used for emergency purposes such as: Evacuation orders, shelter-in-place orders, hazardous materials incidents, community policing (AMBER alerts, endangered missing adults/children, prisoner escapes, search for outstanding suspects), public health alerts (boil water alerts, biting animal alerts, infectious disease outbreak, heat and cold advisories to vulnerable populations), severe weather, and any other threat to the health or safety of residents.

**3. What are the system capabilities?**

VC Alert emergency notification system can contact thousands of residents instantly via home telephone number, cellular telephone number, business telephone number, email address, text messaging, facsimile and TTY devices.

**4. What is the message delivery rate?**

Approximately 100,000 simultaneous telephonic calls, text messages and emails per hour.

**5. Who can activate VC Alert?**

The VC Alert emergency notification system is a regional tool used by all 10 cities and the county. Local Public Safety Officials can request the system be activated when there is a threat to the health and safety of residents in Ventura County.



**6. How does the system work?**

Public Safety Officials may issue an emergency notification through the VC Alert emergency notification system when there is a threat to the health and safety of residents in Ventura County. The VC Alert system contacts thousands of residents instantly by phone, text and email. Recipients will receive vital information and instructions regarding the emergency impacting their home address. If the recipient does not confirm receipt of the message, the system may continue to contact them until a confirmation is received.

It is important for residents not to rely on VC Alert emergency notifications as their only means of emergency information. The system may be used in conjunction with information provided to the media, directions given by emergency responders, and information posted on official city, county and government websites.

**7. Where do the telephone numbers in the database come from?**

The VC Alert emergency notification system utilizes commercially available phone data as a core source of contact information. This includes all listed and unlisted landline telephone numbers from AT&T and Frontier.

**8. What number will appear on Caller ID?**

VC Alert enables the agency sending the alert to specify the number that appears on Caller ID.

**9. Which cities are participating?**

City of Camarillo, City of Fillmore, City of Moorpark, City of Ojai, City of Oxnard, City of Port Hueneme, City of Santa Paula, City of Simi Valley, City of Thousand Oaks, City of Ventura, and the unincorporated areas of Ventura County.

**10. How do I register?**

Internet – Go to [www.vcalert.org](http://www.vcalert.org). Registering online allows you to create your own profile and manage your own contact methods and addresses.

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Text Message – Text the word VCALERT to 313131. Follow the instructions to register.

Phone – Call 805-648-9283

Email – [vc.alert@ventura.org](mailto:vc.alert@ventura.org)

**11. What if your contact information changes?**

You may update your contact information online by visiting [www.vcalert.org](http://www.vcalert.org).

**12. Can residents request to have their information removed from the system?**

Yes, residents may request to be removed from the VC Alert database by visiting [www.vcalert.org](http://www.vcalert.org) or by calling the VC Alert hotline at 805-648-9283.

**13. How much does VC Alert cost?**

The cost to implement the VC Alert Emergency Notification System in 2019 is \$128,195, which was paid for through the State Homeland Security Grant Program.

**14. Who pays for the system?**

VC Alert is a free service provided to the public by the Ventura County Sheriff's Office of Emergency Services and participating cities.

**15. Will residents get charged for alerts to their cellular phone?**

Call and text messaging charges may apply when you receive alerts, depending on your cellular provider and calling plan. The County of Ventura is not responsible for any charges that may be incurred as a result of you receiving these alerts.

**16. Does the system have the ability to send alerts in multiple languages?**



VC Alert can send a notification in any language that is written or spoken by the agency distributing the alert. The VC Alert text-to-speech engine accommodates twelve languages: Danish, English (U.S. and U.K.), German, Italian, Japanese, Norwegian, Portuguese, Russian, Spanish (Europe and Latin America) and Swedish.

**17. Does the system accept TTY/TDD Telephone numbers?**

The VC Alert system can send alerts to TTY/TDD devices. Those persons utilizing these devices are required to register the phone number associated with their TTY device via our opt in port located at [www.vcalert.org](http://www.vcalert.org).

**18. Who is the current vendor for VC Alert?**

The current vendor for VC Alert is Everbridge, a leading emergency notification system provider. Organizations in more than 100 countries rely on Everbridge for their emergency notification and day-to-day communication needs. For more information about Everbridge, please visit [www.everbridge.com](http://www.everbridge.com).

**19. How did you choose the current VC Alert vendor?**

Eleven emergency notification system providers submitted information in response to a Request for Proposal (RFP) sent out by the Ventura County Sheriff's Office of Emergency Service. Everbridge was chosen by the Ventura County Emergency Notification System Users Group based on a number of specific criteria.

**20. Where can I get more information?**

Website: [www.vcalert.org](http://www.vcalert.org)

Email: [vc.alert@ventura.org](mailto:vc.alert@ventura.org)

Call: (805) 648-9283

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