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Sally Ellertson
Public Information Officer
141 West Renfro
Burleson, Texas 76028-4261
817-426-9622
F: 817-426-9390
sellertson@burlesontx.com
www.burlesontx.com

We hear you. And we have changed the way that we give you a heads up that a severe thunderstorm or tornado warning has been issued.

“The one issue that we hear from our citizens is that the system keeps calling you,” said Gary Wisdom, Burleson Fire Chief/Coordinator of the City’s emergency management division. “We have disabled the confirming feature so that you no longer have to confirm (press 1) that you received the message. You will not have to confirm that you received a phone call, an email or a text message. In the past, the system would continue to call you if the notification was not confirmed. I totally understand that this has been an annoyance to many people, so we are addressing the issue, so in the future you should only get one call.”

The City has been using mass emergency notification since 2008. In February 2014, Burleson switched to Everbridge, which was best known at that time for its role in communicating with the public during the Boston Marathon terror attack on April 15, 2013.

The City uses the Everbridge emergency notification system to alert residents and businesses to severe thunderstorm and tornado warnings, water disconnect for non-payment alerts, street maintenance work, water line maintenance, spraying for mosquitoes, and more. The City’s mass notification system can also be used for chemical emergencies, a state emergency declared by the governor, a national emergency declared by the president, or other emergencies as directed by the mayor, city management, or coordinator of emergency management.

The Everbridge alerts are pre-recorded telephone messages made to publicly-listed phone numbers and to numbers provided by you, if you choose to opt in and add your cell phone number. This service is free to the public.

To opt in for the emergency alerts, go to <http://bit.ly/Cityalerts>. This will go to the City of Burleson Emergency Alert System. Click on “sign up” at the bottom of the page. Everbridge will ask for a username and password, your first and last name, a security question, and a registration email. Once you have signed up, you create your profile.

Choose how you want to be contacted (text, email, phone call), the number of phones and email addresses you want included, and the order in which you want to be contacted (text first, then phone call, email). Your profile includes locations, so you can include your home address, work address, your child's school and/or daycare, or your parents/grandparents' home.

If you have special needs, there is a place to indicate that as well so first responders will be aware of the issues. Special needs include hearing, vision, speech and mobility impairment; oxygen required; refrigerated medications; service animal required; and language interpreter required.

Through your profile, you can set a "quiet time" for messages so that you are not disturbed at night, or if you work nights, so you are not contacted during the day. Everbridge will primarily be used for weather-related emergencies (severe thunderstorm warnings and tornado warnings). Tornado warnings are sent to everyone in the system, regardless of the time.

When you sign in and set up your profile, you will be asked what your business is and what resources your business has in case of an emergency. If you are an adult care or health care facility, school/childcare facility, a fuel facility, or store chemicals or other hazardous materials on site, first responders need to know.

When you opt in to the Everbridge emergency notification system, you will be asked if you will volunteer in time of a disaster. The City is looking for those who are medical professionals, CERT trained, an EMT, fluent in another language, a disaster service worker, counseling/mental health counselor, and those who can operate heavy equipment or have heavy equipment.

If you opt in, it will be up to you to keep your profile current. You can always opt out by logging in to your profile and selecting "delete my profile."

If you have any questions about the new system or need assistance, please call Burleson Fire Station #1 at 817-426-9170.