

SoCoAlert: Local Alerts for Local Emergencies

<http://sonomacounty.ca.gov/FES/Emergency-Management/SoCoAlert/>

- Get local alerts when you need them
- SoCoAlert keeps your information safe and secure
- Your first responders will keep you informed of action you need to take
- Free app for apple and android devices to alert you wherever you are
- You choose your contact method: home, cell, work, email, text or all of them
- SoCoAlert will never send you non-emergency messages

Sign up today and Frequently Asked Questions

What is SoCoAlert and why is it important to me? SoCoAlert is a free emergency notification service that provides Sonoma County first responders the ability to notify residents and businesses by telephone, mobile phone, text message, email, and social media regarding time-sensitive emergency notifications.

When will SoCoAlert be used? Any message regarding the safety, property, or welfare of the community will be sent using SoCoAlert. These may include evacuation notifications, shelter-in-place, boil water advisories, tsunami warnings, and flood warnings.

Does SoCoAlert already have my phone number or do I need to sign up to receive SoCoAlert notifications? No resident should assume their information is in the system. Visit SoCoAlert.com to register online. If you prefer to register by phone, call (866) 939-0911 and speak to a communications specialist to complete your registration.

Can I have multiple contact options for my address? Yes. You can, and should, include home, text, mobile phone, work phone, and email. The SoCoAlert sign-up page allows you to indicate both primary and alternate phone numbers. Have all of your family members sign-up, too.

Is my personal information protected? SoCoAlert is a service of Emergency Communications Network, which takes security and privacy concerns seriously. They will not sell, trade, lease, or loan any data to third parties. Your information will only be accessed when making authorized emergency notifications from SoCoAlert.

How will I recognize a SoCoAlert message? A SoCoAlert notification will have a caller ID of “866-419-5000” or “855-969-4636.” We suggest that you program both numbers in your contacts as “SoCoAlert.”

What should I do if I receive a SoCoAlert message? Listen carefully to the entire message. You will have the option to repeat the message by pressing any key.

I have a cordless phone that does not work when the power goes out. How will the system be able to contact me? Keep a corded telephone to use during power failures, and be sure to turn the ringer on. Mobile phones will still receive messages if the network is working.

Will SoCoAlert leave a message? Yes.

What happens if the line is busy? SoCoAlert will try two more times to connect.

I have a business located in Sonoma County. Can I arrange to have SoCoAlert contact my business? Yes. When registering be sure to select the “This address is a business” option. Please note that emergency calls can only be delivered to a direct dial number. Automated attendants will disrupt the process and the calls will not be delivered. Businesses should register their main number and establish a procedure for distributing the SoCoAlert message to their workforce.

What circumstances might prevent a message from being delivered to me?

- If your contact information has changed and you have not registered your new information.
- If you only have a landline phone at your residence, the power is out and you do not have or did not register an alternate phone number.
- If your line is busy for an extended time and your calls do not forward to voicemail or an answering machine.
- If you have a privacy manager on your phone and you did not register an alternate phone number.