

enhanced-911 database, so non-residents can not receive these messages.

The text-message system is open to anyone who registers for it, regardless of residency.

### *Is there a cost?*

The voice-message service is free. If you have a landline phone, you are automatically enrolled.

There is no charge to subscribe to the text-message service at [www.henricolert.org](http://www.henricolert.org). You may register as many mobile devices as you like for free. However, you may be billed for text messages by your service provider, according to the terms of your service plan.

### *Do other localities use ENS?*

Yes. More than 30 counties and cities in Virginia use the voice and text services.

### *How can I get more information?*

Log on to [www.henricolert.org](http://www.henricolert.org) or [www.co.henrico.va.us/fire](http://www.co.henrico.va.us/fire) or call **501-7183**.

## **Information is Power**

*In an emergency, make sure you have all the facts. Subscribe today to Henrico's **Emergency Alert System**.*

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## ***What is the Emergency Notification System (ENS)?***

ENS is Henrico County's newest way to provide emergency information to residents.

It delivers critical bulletins, such as a severe weather alert or a hazardous materials spill, to Henrico residents on their home and business phones, e-mail, cell phones, pagers and other mobile devices.

## ***Does ENS replace other ways I receive emergency information?***

No. ENS gives Henrico County an additional tool for contacting residents during both countywide and localized emergency events. It is designed to enhance the traditional ways you receive critical information, such as local radio and television reports, HCTV-17, and other means; it does not replace them.

## ***When is ENS activated?***

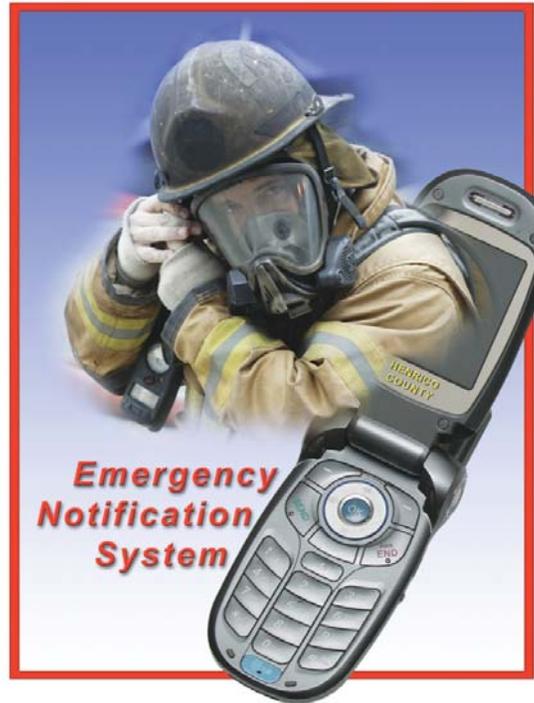
Henrico County's emergency management personnel in the Division of Fire, working with Police and county officials, determine when to activate ENS. For example, a tornado or flash flood warning received from the National Weather Service would activate the system.



## ***How does it work?***

ENS has two separate components: a voice-message service and a text-message service.

The voice-message service uses reverse-911 technology to call landline telephones with a recorded message. The voice service can be



programmed to contact a specific geographic area, such as a 300-home neighborhood, or it can call all of the county's 315,000 landline phones.

The text-message service sends a brief bulletin to cell phones, pagers and other mobile devices, such as the Blackberry. It also delivers a more detailed message to your e-mail. The brief message provides immediate life-safety information and directs you to other sources, such as local media, for more details.

## ***What's the difference between voice and text?***

The two services complement each other. The text-message system is significantly faster – it can send 36,000 messages in one minute, while the voice-message system can make 46 calls per minute.

When emergency information must be distributed rapidly, as with a tornado warning or similar life-safety event, the text system is activated. The voice system provides detailed information to specific neighborhoods and also can be used countywide when timeliness is less of a concern.

## ***How can I receive messages from ENS?***

If you have a landline telephone at your home or business, you're already part of the voice-message service. Because it uses reverse-911 technology, the voice service includes every county number in the enhanced-911 database. You don't have to do anything.

To receive messages from the text-message service, you can register your e-mail, Blackberry, cell phone and other devices at

[www.henricocalert.org](http://www.henricocalert.org).

## ***Do I have to live in Henrico County to participate in ENS?***

The voice-message system only contacts landline telephone numbers included in the county's

