

Emergency and Non-emergency Communication Channels

Following the recent fire in Rockville the Town received several calls and questions about emergency and community notifications. There are several methods to receive alerts and information during emergencies and even under more mundane conditions. These methods include the county-wide reverse 911 system, the Town website alerts, community email blasts, and social media. The reverse 911 system provides the most current and immediate information during an emergency. The other methods are updated regularly based on their purpose and content but are not routinely updated during an emergency.

We encourage you to make sure you are set up to receive information from all these communication channels. For each of these channels to be successful, the person wishing to receive information has to do something: sign up, select, request, or follow. The Town provides a significant amount of information, and we want to help you put yourself in a position to receive it.

Reverse 911

Washington County utilizes a Citizen Alert System that provides reverse 911 emergency alerts along with other important community messages. These messages are primarily life safety communications such as missing persons, evacuations, and critical information during disasters.

Cell phones are becoming the primary source of communication in many households. While Century Link landline phone accounts are routinely imported into the system, cell numbers are not and need to be registered with the system for alerts.

Signing up for these important notifications can be done at www.911register.com or on the [Police Department page](#) of the Town website. Please see the attached flyer from the Police Department for more information.

The system provides notifications to you based on the address registered to the phone number, not the location of the cell phone. During the recent fire, property owners within a certain distance from the fire received notifications while others, who live further from the fire, did not. Additionally, emergency responders also went door to door in the evacuation area to make sure everyone was notified. Emergency responders on scene during an incident determine what areas need to be notified during an emergency.

Once registered, you will receive time-sensitive information using whatever method you specify – home, cell, or business phone, email, text message, hearing impaired receiving devices, or other options.

Town Website

The Town's website includes an alert system that is used to notify residents and businesses of issues affecting the community, including interruptions to Town utilities, road closures or changes to traffic patterns due to construction activities, and other similar events.

Community members may sign up for “Notify Me” alerts on the Town’s website and select to receive notifications via email or text message on a variety of subjects, including public meeting agendas, community alerts, and news flash messages.

Please see the graphic on the following page on how to sign up on Notify Me.

Town Email List

The Town regularly sends emails to the community regarding public meetings, community events, and other information related to the community or Town business via our general email list maintained by the Clerk’s office. You may request to be added to this email list by contacting either [Aren](#) or [Robin](#) at the Town office.

Social Media

The Town staff maintains pages and accounts on several social media platforms, including Facebook, Instagram, and YouTube.

Facebook:

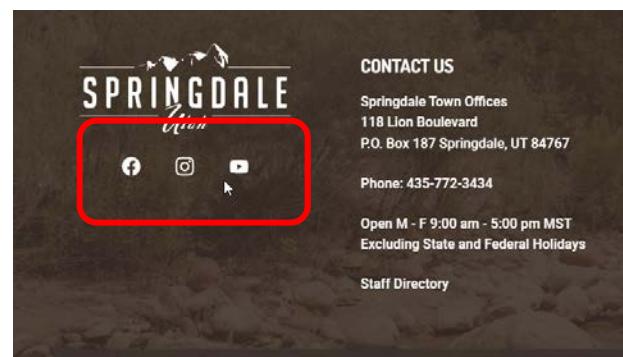
[Town of Springdale](#)

[Springdale Police Department](#)

[Canyon Community Center](#)

Instagram: [springdale_ccc](#)

Youtube: [Springdale Town](#)



The Town uses Facebook to promote Town events, recreation and other classes, and to provide general community information. The Police Department uses Facebook to inform about community issues, road closures, and other police related matters. The CCC uses both Facebook and Instagram to promote town events, recreation and other classes, and other similar events and features.

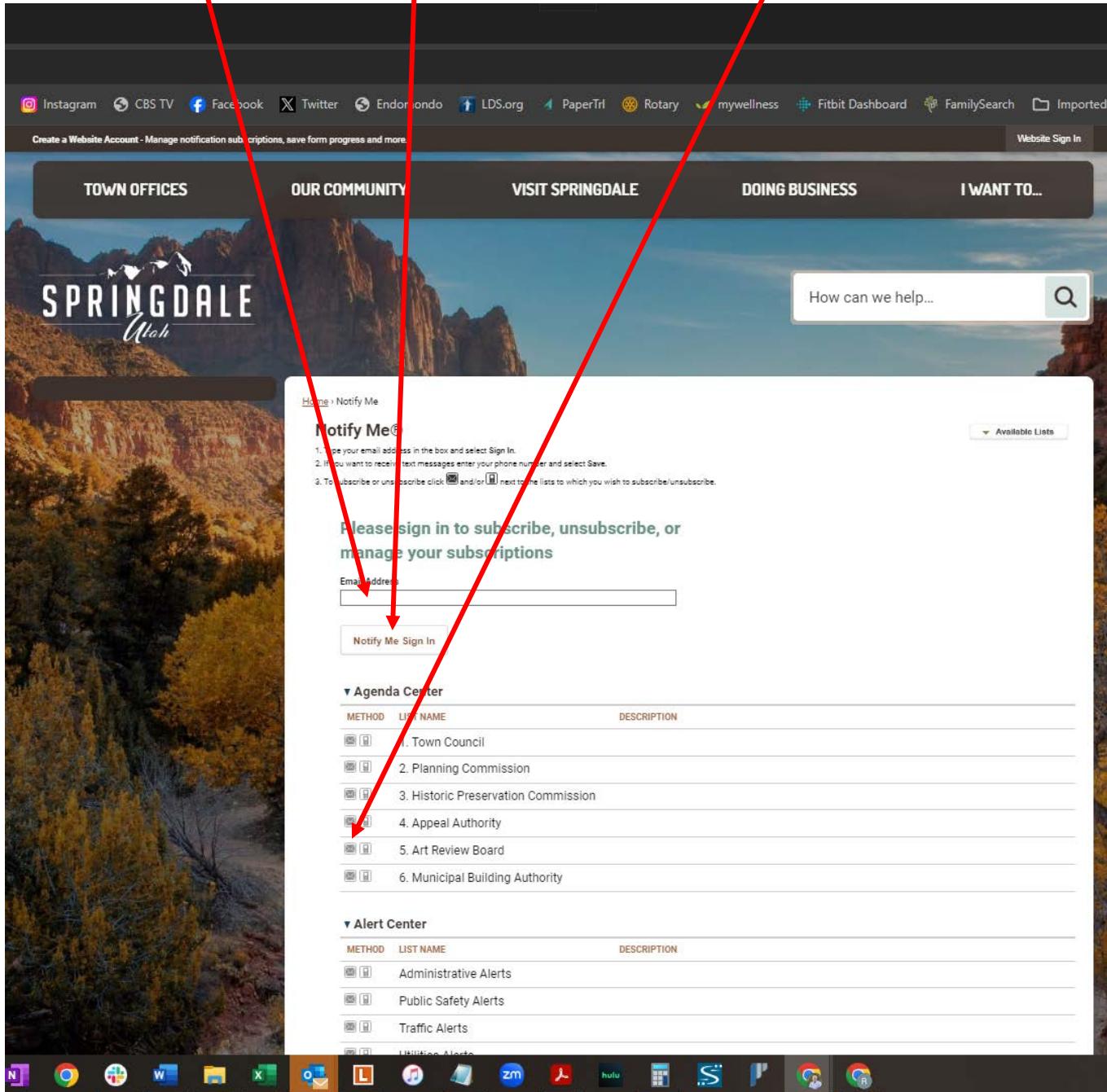
The Town utilizes our YouTube channel to broadcast public meetings, including the Town Council and Planning Commission meetings.

We encourage the community to follow these pages and channels. These channels can be accessed in the links above, or by clicking the links at the bottom of our Town, Police, and Parks and Recreation website pages.

How to Receive Town Website Alerts and Notifications

Click on [Notify Me](#)

Enter email address, and click Sign In, and select the types of notifications you'd like to receive and how you would like to receive them (email or text).



Reverse 911 Citizen Alert System



Washington County Citizen Alert

The Washington County Citizen Alert system is a notification service that allows you to receive emergency alerts. You can subscribe to receive notifications based on your location by entering your contact information. The information you provide is protected and will not be used for any other purpose.

How It Works

When notifications are issued about a potential safety hazard or concern, you will receive a message on the voice or text communication methods that you have registered. If requested for the notification, you can confirm that you have received the message and you will not be contacted by any subsequent methods regarding that particular notification. If you do not confirm, the system will continue to attempt to reach you at all of the contact paths that you have registered.

Sign up for Notifications

Create an account and add your contact and location information into the Mass Notification system. All information you provide will be kept strictly confidential.

Stop Receiving Notifications

You can stop receiving at any time by removing your contact information from your profile.

To sign up for emergency alerts

There are many ways to sign up. Scan the QR Code above, visit 911register.com, or visit our website at <https://www.springdaletown.com/499/Police-Department>. Individuals with disabilities who need assistance can register by calling Washington County Citizen Alert at 435-627-4914.