

## NEWS RELEASE

Distributed November 20, 2019

### **Residents, you may receive an alert November 21. Don't panic!**

*UPDATED LINKS! One last alert notifying of new emergency alert system to be sent*

#### **Summary**

The City of Nanaimo is switching to an improved emergency call alert system called Voyent Alert tomorrow, November 21. The new alert system has updated features which include the ability to sign-up online to receive text messages, phone calls and emails, as well as push notifications through the free Voyent Alert! app. Residents can choose the method(s) in which they would like to receive alerts.

As a reminder for current subscribers, the City will send out one final alert on November 21 using the old system notifying them of the switch. If your information in the old system is current, you will receive a call or email reminding you to switch to the new system. As of November 27, the old system will be retired and the existing database will be deleted. Any residents and business owners who have signed up for the current system will need to re-register for the new system to continue receiving emergency alerts from the City.

After issuing a Request for Proposals in June 2019, the City chose Voyent Alert! for the new mass notification service. Eventually, other City of Nanaimo alert and informational features such as major road closures and cougar sightings will be available for the public to opt into.

More information on the new system and a link to register online can be found at [www.nanaimo.ca/goto/alerts](http://www.nanaimo.ca/goto/alerts).

*Strategic Link:* Providing an effective way to communicate during an emergency supports a livable community.

#### **Key Points**

- Residents can register for the new system now at [www.nanaimo.ca/goto/alerts](http://www.nanaimo.ca/goto/alerts). Please note, a verification process is in place with registration, and for added security, each piece of contact information (text, email, etc) needs to be registered independently.
- Current subscribers are asked to watch for a reminder by email or phone call from the old call alert system on November 21, 2019.
- After November 27, 2019, the old system will be retired. Moving forward, anyone who has not registered for the new system will not receive emergency notifications from the City of Nanaimo.

#### **Quotes**

"After issuing a mass notification in December 2018, we received feedback from residents about the current system's limitations and outdated data. This led us to look for new solutions to effectively deliver emergency alerts and communicate quickly and accurately to the public."

Karen Lindsay  
Manager, Emergency Program  
City of Nanaimo

Continued... Residents, you may receive an alert November 21. Don't panic!

## Quick Facts

- If you sign-up for notifications through the Voyent Alert! app, please click "allow" for push notifications so you will see them as soon as they are sent. The app will respect your phone settings.
- If you choose to sign-up online for text, call or email, a four digit code will be sent to you that will confirm your registration. If you have any trouble signing up, please contact Public Works 250-758-5222.
- Once registered, you can set up several locations such as home/work/school to ensure you get relevant information to your geographical locations of importance.

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