

WHAT IS EPNS?

EPNS is the **Emergency Preparedness Network System**.

The system is designed to notify rapidly an affected area of an emergency by sending a prerecorded message through the telephone system

WHAT YOU NEED TO KNOW WHEN WE ACTIVATE THE EPNS

Don't call 9-1-1 after you receive an alert message unless the message directs you to do so. This will keep 9-1-1 open for other emergencies.

You may repeat the message by following the prompts given.

The system generates your phone number only, not your name, so your privacy is not compromised.

Don't hang up in the middle of the message. The entire message must be left for the system to notify us that it was received.

If you have a telephone zapper used to block out telemarketers, or if your phone is blocked to unknown callers, the EPNS message will not go through.

WHO WILL USE THE SYSTEM?

The EPNS system will place calls on behalf of public safety agencies in Gallatin County.



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EMERGENCY PREPAREDNESS NOTIFICATION SYSTEM



*Gallatin County 911
Communications*

"We are dedicated to providing prompt, efficient and progressive emergency communications service to the citizens of the communities we serve."

*Alerting the County during
Times of Crisis*

FREQUENTLY ASKED QUESTIONS

1 . How does EPNS work?

EPNS uses the 9-1-1 database to extract phone numbers determined by the circle or area drawn on the EPNS map. EPNS launches a prerecorded message to those telephone numbers in that specified area.

2 . Will EPNS work with cell phones and internet phones?

Cell phones and internet phones are not automatically part of the 9-1-1 database. In order for you to receive a notification on your cellular or internet phone, you must register your phone number and associate it with your address. Register at www.ReadyGallatin.com/epns.

3 . How will EPNS appear on Caller ID?

Several telephone carriers are used to send the message so the caller ID may vary. Primarily it will show Priority Alert or Alert Call.

4 . How does the system work with answering machines or voice mail?

The system is designed to leave a message on voice mail or an answering machine.

5 . How does the EPNS handle TTY calls?

The system has TTY capability for the hearing impaired. There is TTY detection equipment that will bypass the voice-recorded portion when a TTY or TDD is

detected. All agencies will use the TTY portion of the system.

6 . What if the phone is busy when the system calls?

The system is designed to call back if the line is busy or if there is no answer. The system will wait three minutes before a second callback is made. If the line is still busy or is not answered, the system will wait an additional three minutes before attempting a final call.

7 . What happens if a resident moves or a new phone is installed?

Qwest is the custodian of the 9-1-1 database and is required to keep the 9-1-1 database current when a service order is received for a new phone or if a phone is moved to a different location. This applies to all telephone providers that offer local service. All local telephone land line providers are required to put the changes and additions into the 9-1-1 database. This does not apply to individuals who have registered their cellular or internet phones in the EPNS system. Cellular and internet phone users must update their information at www.ReadyGallatin.com/epns.

8 . What will the EPNS call tell me?

Each notification call will be different. The primary agency handling the emergency will make the recording you will hear. It is important to follow the instructions on the recording.

9 . What if I have an unlisted number?

If you have an unlisted or unpublished number, don't worry. Because we extract information from 9-1-1, your number is included in our database.

Should I call 9-1-1 if I need more information?

No, *9-1-1 should only be called when you have an emergency.* The emergency notification recording will give you instructions to follow.

