

How does the system respond to busy signals or no-answer situations?

If you have signed up with additional devices other than your landline phone, the system will attempt to contact you on your additional devices. The call will be repeated several times in an attempt to reach you. If the phone is answered by an answering machine or voice mail, the message will be left on the answering device. If, after several attempts the call does not successfully go through, the system will stop attempting to call.

My phone number is a cell phone with a non-local area code. Will the system service call numbers outside the area?

Yes, the area code does not impact whether or not a call is made.

Who is Oak Lawn Emergency Communications?

Oak Lawn Emergency Communications is a multi-jurisdictional dispatch center located in Oak Lawn, serving the communities of Oak Lawn, Evergreen Park, Burbank and Bridgeview.

IN PARTNERSHIP WITH



CITIZEN ALERT EMERGENCY NOTIFICATION SYSTEM



Powered By:



Aware

What is the Emergency Notification System?

The system allows you to sign up to get emergency alerts on your cell phone, work phone, text message, E-mail, home phone, etc. You can also choose the locations you want to be contacted about. You can receive notifications about emergencies that may affect your home, your parents' home, your workplace, AND your child's school, as long as those locations are within the boundaries of the towns that are served by the system.

Why is the system changing?

Over the last several years, residents have done away with traditional landline phones and use cell phones as home phones. Plus, mobile offices and busy lifestyles have created an environment in which Village and City officials need to have the ability to contact you on the go.

When will it be used?

The system will be used to notify residents about imminent threats to health and safety. Public safety officials will send alerts about emergencies such as fires, floods, gas leaks, or critical police activity. You may also receive non-emergency alerts about water main breaks, road closures and street repairs, if you choose to sign up for those alerts.



Do I need to register my TTY (teletypewriter) telephone number?

Yes, even though the system may include your telephone number, the Emergency Notification System does not know which phone numbers are TTY compatible. Therefore, it is important to register any TTY compatible phone number to insure that emergency alerts are delivered to the correct device.

I registered several communication devices; will the system contact me on each one?

The system will continue to cycle through every communication device available until the message is delivered and confirmed by the recipient.

What does it cost?

There is no cost to sign up for the expanded emergency notification service, however; charges for calls and text/SMS message will apply through your provider.

Will I still get Emergency Notifications if I don't sign up?

If you don't sign up, you will still receive notifications on your traditional home phone, but nowhere else.

What if my phone number or email address changes?

The system is only as good as the information you provide. If your cell phone, work phone or email address changes, you must go to www.oaklawn-il.gov, click on and update the information.

Will my personal information be shared with any third party organizations?

Personal data will not be shared with any third party organizations. To protect the privacy of your personal information, the system vendor requires confidentiality of all information.

Does the system have the ability to send text and/or E-mail messages?

Yes, text/SMS and E-mail messages will be sent in the area. If you would like to be contacted by E-mail or text message during an emergency, you must register your E-mail address or text message phone number.