

EPN (EMERGENCY PREPAREDNESS NETWORK SERVICE)
By Target Notification / Intrado

EPN is a service used by public safety agencies to notify citizens rapidly of critical information in a crisis. Available as a hosted service, it combines high capacity calling platform that can place thousands of calls in minutes. As a result public safety agencies can efficiently contact exactly those intended, wherever and whenever needed. Approximately 2000 to 2300 phone calls can be put out to the public within minutes.

EPN will be used by emergency service agencies in Park County such as the Livingston Police Department, Park County Sheriff Office, Search and Rescue and all Fire Departments through the Livingston Park County 911 Dispatch Center.

EPN will be used to notify citizens immediately of a lost child, bomb threats, abduction and hostage situations, prison escapes, investigation assistance, etc that are in their area. The service will also be used to notify residents of flood and fire evacuations and other natural disasters.

EPN service uses the 911 data base from Qwest to make the phone calls, therefore, cell phones are exempt from this service. However, as of May 15, 2011 our County has paid to have an "opt-in" service that the public can access their selves and register their own cell phones into the system. The "opt-in" service can be accessed on both of the City (www.livingstonmontana.org) and County (www.parkcounty.org) web sites. It is up to the citizen to keep their information updated in the system or remove it if they wish. If no one is home to receive the message, the message will be delivered on an answering machine. If a busy signal is received, it will try the number back three times to reach the intended party.

WHAT YOU NEED TO KNOW IF WE ACTIVATE THE SYSTEM.

- ❖ Don't call 911 after you receive an alert message unless the message directs you to do so. This will keep 911 open for other emergencies.
- ❖ You may repeat the message by following prompts given.
- ❖ 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.
- ❖ The system has TTY capability for the hearing impaired and will be used by our 911 Dispatch Center.
- ❖ The system generates your phone number only, not your name, so your privacy is not compromised.
- ❖ Your caller ID will display "ALERT MESSAGE" or "PRIORITY ALERT" and phone number 406-222-2050.

If you should have any questions feel free to call 911 Director Peggy Glass at 406-222-2050 or email at pglass@livingstonmontana.org.

Frequently Asked Questions:

1. **HOW CAN I SIGN UP TO RECEIVE NOTIFICATIONS?** If you have a landline phone, your number is already in the database. You can add wireless and VOIP telephones, online by going to the “opt-in” registration link of the City and County web sites.
2. **WHAT TYPE OF MESSAGES WILL BE SENT USING THE EPN SERVICE?** The primary use of the system will be to disseminate messages pertaining to health, safety or welfare of a community that is being affected by a perceived, emerging, or imminent emergency event.
3. **WHAT PRECAUTIONS ARE TAKEN TO PROTECT PERSONAL CONTACT INFORMATION STORED IN THE EPN SYSTEM?** EPN (Target Notification) is a service powered by Intrado. Intrado takes your privacy and security very seriously. A contract is in place that prohibits your information from being shared, sold, traded, leased or loaned to outside parties. Access to citizen contact information by City or County personnel is limited and approved at many layers. Citizen-provided contact information transmitted through the web-portal is sent over a secure connection. Intrado uses multiple physical and virtual layers of firewalls to maintain data security. Data is hosted in state-of-the art facilities which require keycard and password recognition, and are staffed around the clock with full time Intrado personnel.
4. **IS REGISTRATION SECURE?** Yes, the sign up page is hosted on a secure server.
5. **DO YOU HAVE TO HAVE AN E-MAIL ADDRESS TO REGISTER?** Yes, an email address is required as a username. If you do not have an email address, please go to www.gmail.com, www.yahoo.com or www.hotmail.com to sign up for a free email account.
6. **HOW MANY CHARACTERS MUST MY PASSWORD CONTAIN?** Your password must contain 8 characters.
7. **ARE ALL OF THE FIELDS REQUIRED?** All fields marked with a star are required. If not filled out, those fields will show a red border upon clicking the submit button.
8. **DO I NEED TO REGISTER MY HOME LANDLINE NUMBER TO BE INCLUDED IN THE DATABASE?** No, your home phone number is already listed in the database and should not be registered again. This is for cell phones, VOIP and email address registration only.
9. **WHAT ADDRESS SHOULD I ENTER?** This is for you residence or business that is for that phone number only. Do not enter a PO Box number.

10. I ENTERED THE WRONG INFORMATION; CAN YOU CORRECT IT FOR ME? The best way to correct or update your information is for you to sign in and manually update your information.

11. DO I NEED TO ENTER THE AREA CODE? Yes, you do need to enter your area code.

12. I AM MOVING OUT OF THE COUNTY OR WOULD LIKE TO REMOVE THE INFORMATION I SUBMITTED FROM THE DATABASE? You can sign in yourself and remove yourself from the database.