



# City of Livingston Emergency Notification System

June, 2016

## **What is Blackboard Connect™?**

This system allows authorized City leaders, Police Department and Emergency personnel to rapidly alert citizens and subscribers to any situation affecting the safety and welfare of the City, such as severe weather warnings, hazardous traffic conditions, emergency alerts, crime alerts, and other matters affecting the safety, property or welfare of our City or our citizens, or other matters of community interest. Subscribers may be notified by messages distributed by telephone voice, text message, and/or email message.

## **Am I automatically in the system?**

Subscription to the Blackboard Connect™ system is not automatic. Although many names and numbers have been imported from our prior emergency notification system (Code Red™), we have found much of that contact information to be outdated. It is our desire that every residence and business in our community be included in the notification database. To provide your current contact information, you should sign up to Blackboard Connect™ directly as stated below. You may change your notification information anytime by signing in to your account with Blackboard Connect™ and changing your notification information.

## **How do I register?**

You should register online for the Blackboard Connect™ system by going to the City of Livingston Blackboard Connect portal website listed at the end of this document. You should have available your name, street address, telephone numbers and email address and be prepared to create a password. If you reside within the Livingston City limits, you should indicate your physical location on the mapping option, as some notification alerts may only affect a portion of the City. If you do not have Internet access, you may go to Livingston City Hall during regular business hours of 8:00 am to 5:00 pm, Monday through Friday, or the Livingston Police Department at any time to pick up or complete a registration form. Also, a printable form is available on the City's website shown below.

## **Does the Blackboard Connect™ service replace other systems that have been used to provide time-sensitive information to residents?**

Yes. This system is a significant enhancement to existing means of communication and is a replacement for the former notification system the City was utilizing (Code Red™).

## **Is there a cost or fee to subscribe?**

There is no cost to subscribe to Blackboard Connect™. You do not have to be a resident of the City to subscribe, and may even reside out of state.

## **May I use a cell phone as my notification database listing?**

Yes, we can accept cell phones in the database and encourage you to include your cell number in your registration.

## **Can I sign up to receive SMS texts, TTY texts and email notifications?**

Yes

**What precautions are being taken to protect personal information?**

Blackboard Connect™ is a service of The NTI Group, Inc. (NTI). NTI takes security and privacy concerns very seriously and does not sell, trade, lease or loan any data about their clients to any third party. Blackboard utilizes multiple physical and virtual layers of firewalls to maintain data security.

**Will there be a way to positively identify incoming calls which are made by the City using the system?**

The caller-ID number for calls generated by the Blackboard Connect™ service will be: 936-327-4311 (City Hall) or 936-327-3117 (Livingston Police Department). In addition, every message will begin with a message that it is from The City of Livingston or the Livingston Police Department. The message content will follow this standard introduction.

**If I am a non-resident, what telephone number should be listed in the notification database?**

For non-residents or property owners who reside outside of our City, you may provide additional phone numbers to be included in the database to contact during certain situations. In general, calls are sent to the primary number only, but we also have the ability to call multiple numbers for each subscriber. Up to ten telephone numbers may be added to your Blackboard Connect™ account.

**Will the Blackboard Connect™ service call numbers outside the area?**

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

**For more information:**

To register online, go to: <https://CityofLivingston.bbcportal.com/>

City of Livingston website: [www.cityoflivingston-tx.com](http://www.cityoflivingston-tx.com) for more information

The City of Livingston urges all of its citizens to register for Blackboard Connect™ so that important messages may be delivered quickly in the event an emergency situation arises in our community.