

Important Information

Connect CTY- Telephone Alerting System

Office of Emergency Management

The City of Live Oak has a telephone alerting system that is designed to provide not only our citizens but the business community as well, with both emergency messages and informational messages relating to important City issues.

At the present time the city has the capability of using the Emergency Alert System (EAS) for both radio and television and the telephone Emergency Notification System (ENS), using the data base of the Bexar Metro 9-1-1 System in the event of a city emergency such as a chemical spill or some other incident that may place our citizens in danger. Two problems exist with both alert systems. First of all, the city does not have direct access to either one and in the middle of the night most people are not watching TV or listening to the radio. In addition, many citizens no longer have "land lines" and use their cellular telephone as their only phone.

As such the city has joined some of our neighbors including Universal City and Selma in setting up our own system with a company called Blackboard Connect Inc. and their telephone system known as **Connect CTY**, and the system is up and running. The primary advantage of this telephone system is we have direct access; we can make any kind of call; and the system can include up to three numbers per household/business. You can have your home phone number, a cellular number, an office number, or an e-mail address included in the data base. The system will make three (3) attempts to call the number(s) and will also leave a message on an answering machine if it detects one. There are NO costs associated with this system to our residents or the business community and the city can make as many calls as needed with no added cost.

The city can make calls to selective parts of the community or may do a "City Wide Call" to deliver various messages such as water outages in a given area, street repair projects along a certain street, and various other issues that may arise. In addition, the city may send an informational call reminding citizens of an upcoming event like park day, or a parade. On occasion a test call may be conducted simply to test the system and to remind everyone that we have it.

The numbers entered into this telephone data base are secure and the company does not sell, trade, lease, or provide the numbers to any other company. They will not be used for any advertisements and the numbers are not available to outside sources by the company. In other words, you do not have to worry about advertisement calls coming when you are sitting down to dinner.

An additional use of this the telephone system will be for the city to alert key employees during emergencies, such as calling off duty firefighters or police officers, or notifying all members of the staff should a major emergency occur.

The Office of Emergency Management has established a policy on the use of the system and what type of calls can be made and who is authorized to send out a call. In most cases the messages will have to be approved by a department head or the City Manager or the Assistant City Manager.

The company has captured all the published numbers for our citizens and the business community and has provided training for numerous staff members on how to utilize the system. Unfortunately, they can only capture published numbers! If you have an unlisted phone number, it will not be included, and you will NOT receive any calls. In addition, they cannot capture cellular telephone numbers or e-mail addresses. This decision is up to our citizens, and it is very easy to have these numbers added to the data base. Businesses with automated answering systems may also have difficulty receiving the calls and may need to add a specific number or cell number. Here is what you need to do.

For those citizens and businesses that would like to add other numbers, or their unlisted telephone number, a cellular telephone number, or an e-mail address online may click on the Connect CTY link below. That will take you to their secure data base and just follow the simple instructions on how to enter your numbers. Citizens can also have their information entered by contacting the Office of Emergency Management at (210) 653-9140, Extension 2379.

<https://liveoakalert.bbcportal.com/Entry>

When a telephone call is made those individuals who have caller ID, the system will display City of Live Oak and the city's primary telephone number (210) 653-9140. We hope the majority of the calls will be informational! In addition, all informational calls will be made at a convenient time, possibly in the early evenings between 6:00 PM – 7:00 PM. Calls relating to issues like water outages will have to be made as they occur, however NO calls will be made during the nighttime unless we have a very urgent message or an actual emergency.

We encourage all citizens and businesses to add other numbers, their unlisted numbers, cellular numbers, or e-mail addresses to the data base so you will not miss out on any important messages. If anyone has any questions regarding this telephone alerting system, please contact Rafael Luna, the Emergency Management Coordinator at (210) 653-9140, extension 2379, or email at rluna@liveoaktx.net.