Emergency Notification System
Tunnel Fire - Frequently Asked Questions

1. **I signed up for notifications, but I did not receive alerts from the Tunnel Fire. What should I do?**

   Step 1:   Visit www.coconino.az.gov/ready and follow the prompts to the Smart911 page. After you log in, verify that your address, phone numbers, and other information is current.

   Step 2:   If you do not have an account with Smart911, register using the link above.

2. **My information is correct, but I did not receive an alert. Why?**
   - We use two systems to send alerts.
     - The first is tied to registered accounts in the system. When the Coconino County Sheriff's Office orders an evacuation order, we "draw" a box on a map over the affected area. This is called geofencing.
       - Under this method, messages are tied to <u>ADDRESSES</u>. If you address is inside the impacted area, all phone numbers for that account will be sent a message, even if that device is not currently inside the zone.
       - For example, if your home is in the Tunnel Fire evacuation zone, but you are at work in downtown Flagstaff, your phone will receive the notice.
     - The second method is called IPAWS and is similar to Amber Alerts.
       - It does NOT require registration in the system.
       - It targets cell phones, TV, and radio.
       - Using the same geofence, messaging is sent to all devices within that area – based on call towers in the area. This is slightly less precise as it relies on cell towers and providers.

3. **I live outside of the evacuation zone, but still want to get that information. Why don't you send those alerts to me also?**
   - Coconino County works diligently to distribute information to the public through a variety of means (social media, press releases, email, etc.). The emergency notification system is one piece.
   - Emergency notifications are reserved for areas requiring <u>immediate, emergency</u> notices. Sending these alerts to areas not immediately impacted often results in increased panic and confusion. (Ex. Receiving an evacuation order when you live outside of the evacuation area).

For more information about the Emergency Notification System, please visit
www.coconino.az.gov/ready