



# Public Alerting System Frequently Asked Questions

## ***What is the Public Alerting System (PAS)?***

The PAS is an emergency notification system that enables the Regional District of Fraser-Fort George (RDFFG) to communicate important information quickly in the event of emergencies. Emergency notifications regarding significant or imminent threats to public safety and when evacuations may be ordered are sent to the most people possible in the shortest time.

It's like a really big, really smart bullhorn!

## ***Who can sign up?***

Everyone! In the event of an emergency, we want to be able to get ahold of you and those important to you! It's **FREE** to all families living, recreating and/or working within the electoral areas of the RDFFG. Register today to have the up-to-date information you need during an emergency.

## ***How do I sign up?***

Registration is simple and free. Click the link on our homepage at [www.rdffg.bc.ca](http://www.rdffg.bc.ca) or go direct to <https://rdffg.connectrocket.com> and follow these simple steps:

1. **Resident or Visitor:** The system will ask you to select if you are a permanent resident of the area, or if you are visiting for a limited time.
2. **Phone type:** You will be asked to select either mobile phone or a land line.
3. **Name and email:** Enter your name and email. This becomes your account user name.
4. **Phone number:** Register your phone number (or numbers if you have multiple phones you'd like to receive notifications to). These are the numbers the system will use to communicate with you via text for mobile phones or text to land line for land line phones.
5. **Set your password:** Remember to keep this secure.
6. **Select the zone(s)** you wish to receive notifications for: You may select one or more areas.
  - Zone 1 includes Area G (Summit Lake, Bear Lake, McLeod Lake, north of Mackenzie);
  - Zone 2 includes Areas A,C,D, E and F (Ness Lake, Salmon Valley, Miworth, Beaverly, Buckhorn, West Lake, Pineview, Red Rock, Hixon, Shelley, Penny, Willow River)
  - Zone 3 includes Area H (Dome Creek, McBride, Dunster, Tete Jaune, Valemount)
7. Once all the information has been entered, click '**finished.**' The system will send a confirmation text to confirm you are signed up (for mobile phones only).

## ***How do I sign up if I don't have access to a computer and don't have a cell phone?***

Call us at (250) 960-4450, we will sign up your land line to receive notifications via text to land line messaging!

## ***What will I be notified about?***

When an emergency occurs, a text or text to land line message will be sent to all registered contacts in the impacted area. The system enables us to provide you with critical information in a variety of situations, such as severe weather, wildfire, floods, debris flows, unexpected road closures and any other emergency events that could impact you, your family and your community.

## ***How will I be notified?***

You will receive a text or a text to land line notification message.

## ***Can I receive notifications about multiple areas within the Regional District?***

Absolutely! You can select one zone, or you can select all three zones.

***Can I sign up other members of my family?***

Yes. There is no limit to the individuals you can register under your account.

***Why isn't PG, Valemount, McBride & Mackenzie included?***

This system is provided for the safety of residents of the Electoral Areas of RDIFFG. The system has the capacity to increase to include municipalities, if they choose to do so. We are currently working with the municipalities on a joint program, with the possibility of them joining our program in the future. The system has the capacity to include the municipalities – currently, our priority is rolling the service out to residents in the rural areas.

***What if I move or change my phone number, can I edit or delete my information?***

You self-administer your account, so you just have to log in and update your information, or delete your account if you no longer wish to receive notifications. Once you choose delete, you are instantly removed from the system.

***Are you using my information for any other purpose?***

No. You own your account and information in the system.

***How are you protecting my information?***

The Public Alerting System has security standards that meet those of online banks and your information is never shared without your permission. Please contact the Regional District's Corporate Officer (FOI Head) at FOI@rdffg.bc.ca or by phone 250-960-4400 regarding any questions pertaining to the collection, use and disclosure of personal information for the Public Alerting System.

***What else do I need to know in an emergency?***

Preparedness is king. So take the time now to ensure you, your family and your property are prepared should disaster strike. For further information and resources, visit the emergency management section of our website. <http://www.rdffg.bc.ca/services/public-safety/emergency-management-program/EM-faqs-links>

***Who can I call for further information?***

Call the Regional District of Fraser-Fort George during regular office hours at 250-960-4400 or toll-free 1-800-667-1959 and ask for the Emergency Services Coordinator.

