

## TYPES OF ALERTS YOU MAY RECEIVE

Alert types include life safety, fire, weather, accidents involving utilities' or roadways, and disaster notifications, such as a terrorist attack. Examples of the types of messages that can be sent are:

### EMERGENCY SITUATIONS

- Notify citizens of the nearest emergency shelter, available bed space, and hours of operation
- Notify citizens of available evacuation routes
- Activate special teams within the community, based upon an event

### PRECAUTIONARY WARNINGS

- Severe weather
- Mischievous activity reported by the police, requiring activation of a citizen watch group
- Pre-cautionary evacuation order if on high alert
- Disruptions from planned events, like parades and construction



TO SUBSCRIBE FOR THE SMC ALERT, VISIT  
[WWW.SMCALETT.INFO](http://WWW.SMCALETT.INFO)

Follow instructions for "new users". Subscribers can select places where they live and work and any cities for which they want to receive alerts. Listing a specific geographic address is optional.

FOR ADDITIONAL INFORMATION:  
[www.smcalert.info](http://www.smcalert.info)

Telephone: 650.599.1297 / 650.363.4012



SAN MATEO COUNTY SHERIFF'S OFFICE  
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[www.smcsheriff.com](http://www.smcsheriff.com)  
[www.smcready.org](http://www.smcready.org)  
[www.smcalert.info](http://www.smcalert.info)

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# SMC ALERT

## SAN MATEO COUNTY ALERT

A PUBLIC SERVICE FOR COMMUNITIES IN  
SAN MATEO COUNTY

[WWW.SMCALETT.INFO](http://WWW.SMCALETT.INFO)



C O U N T Y O F S A N M A T E O



## WHAT IS SMC ALERT ?

SMC Alert is a digital communication system used by governments, emergency management agencies and first responders to send emergency alerts, notifications and updates to civilians's e-mail or portable digital device. These include cell phones, pagers, Blackberrys, and PDAs. To receive emergency alerts, all you have to do is sign up for an SMC Alert account by visiting:

[www.smcalert.info](http://www.smcalert.info)

## WHAT IS THE COST OF THIS SERVICE?

The San Mateo County Sheriff's Office of Emergency Services is offering the SMC Alert System service free of charge. Note: Your cell phone carrier may charge you per text message received. The County of San Mateo does not assume responsibility for any costs charged to you by your carrier. Check with your carrier for billing concerns.

## WHAT IS A SMC ALERT ACCOUNT?

All residents of San Mateo County, or people working for businesses located in San Mateo County may sign up for a SMC Alert™ account. You can add multiple devices (cell phones, pagers, PDAs) to a SMC Alert™ account. An alert will be sent to each email account, cell phone and other mobile device listed in your SMC Alert account.

You can sign up for multiple locations of concern – work, home, and school.

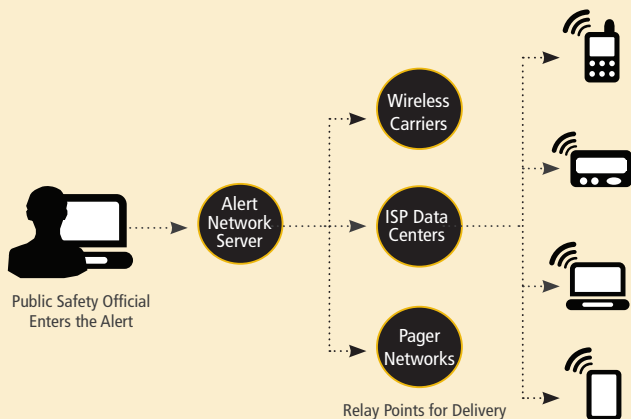
## WHAT IS TEXT-MESSAGING AND HOW DO I SIGN-UP FOR IT?

Text messages are short messages sent to your phone, similar to receiving a page. Each message contains no more than 100 to 160 characters. An example of a text message is the notification you receive on your phone when you have new voice mail.

Most carriers activate the service automatically. You should check with your carrier to make sure your text messaging is active.

Alerts are delivered using the text messaging (SMS network) feature of your cell phone. It requires less time and bandwidth to send a text message compared to making a phone call. In past emergencies text messaging has continued to operate when voice communication has failed.

## HOW DOES THE ALERT SYSTEM WORK?



In an emergency situation, an alert will be sent by San Mateo County authorized personnel and you will receive email notifications and text messages on your cell phone or mobile device. Read these messages promptly and follow the instructions.

Additional instructions may follow throughout the emergency situation so keep your device near you. Even though voice communications is down, text messages may still come through to your phone.

When you do receive an alert message, please follow the instructions on that message. Please do NOT call 9-1-1 or an emergency Communications Center as

they are already aware of the emergency — and your call will tie up precious resources, further complicating the emergency situation.

Follow-up alerts may be sent to update residents on a situation. Subscribers can select geographic groups based upon registration information; so if you reside in Burlingame and work in Menlo Park, you may include that information when you register to receive alerts for each city.