



Community Information Line Service

FirstCall's Community Information Line Service is an inbound telephone messaging and notification system that allows universities, K-12 schools, hospitals, government agencies and industry the ability to provide the community with important, timely information about hurricanes, tornadoes, campus intruders and other high profile events occurring in the area. ***We have provided, for more than 10 years, nationally recognized high-speed alert information.***

The system has two primary capabilities:

1. The first alert tool enables Emergency (EOC) Directors to access the system from any phone

- Authorized personnel are easily able to pre-record messages via telephone, then change and manage incident messages

Flow Chart for Emergency Directors

EOC Director Calls a Password Protected 800 Number to the **FirstCall** System

Record Emergency Message Greeting

- ★ You record in your own voice
- ★ Change your message as events unfold

Record Emergency Information

- ★ Change your message as events unfold
- ★ Deliver important information quickly to large groups

Flow Chart for Community Callers

Members of the Public Call an 800 Number

Listen to Emergency Messages

2. The second tool enables the public to call into the system and listen to messages placed there by EOC Managers. The *public can only listen* to messages; they cannot create or place messages.

Creating a New Message

Users can record predetermined messages and then record situational messages on the fly during the emergency alert. Prompts guide the EOC user through recording a message.



Features of **FirstCall's** Community Information Line Service

System Security

- Each EOC user can have an ID and/or PIN number to control user access to the system
- The public accesses the system by dialing a publicly advertised telephone number. No special account codes are needed by the public to access the system

Special Outbound Notification to Targeted Call Lists

- The media can be notified every time an emergency message is posted. This can be done through phone calls, SMS text messages and email
- A list of supervisors or first responders can also be notified every time a message is posted on the Community Information Line

Bilingual Public Line

- This feature allows messages to be posted and retrieved in a second language. The choice to choose the language will be included in the public line intro

Transfer to a Live Operator

- The client has the option of transferring to a live **FirstCall** operator from a password protected 800 number to activate notifications

FirstCall Saves Seconds... Seconds Save Lives.



During any crisis, your normal telecommunication systems can be overwhelmed very quickly with calls from the media and public. This situation can make carrying on critical emergency operations more difficult. Solve the communications issue, protect citizens and provide real-time information to your employees and to the media.

FirstCall sent more than 1.2 million notifications during Gustav.

