



Emergency Alert Program: Frequently Asked Questions

What is the Emergency Alert Program?

This service allows you to opt-in to receive notifications via phone calls, text messaging, e-mail and more based on locations you care about. You can choose to receive notifications about events that may affect your home, workplace, family's schools and more.

When will it be used?

This system will be used to notify you about imminent threats to health and safety as well as informational notifications that affect your locations or work environments. You will also receive alerts & messages for subscriptions you choose to register for. The County of Bucks and/or its municipalities, Schools & Hospitals will send notifications regarding severe weather, flooding, gas leaks, police activity and more.

Will I still get emergency notifications if I don't sign up?

If you don't create a username and password, you will receive notifications only by the methods that are on file the ReadyBucks system.

What if my phone number or email address changes?

The system is only as good as the information you provide. If your contact information changes, you can always visit your profile and update your information.

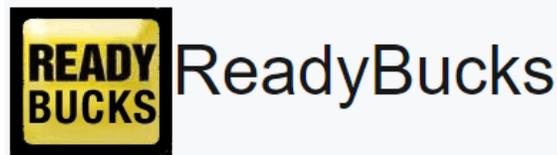
I did not receive weather alerts during a storm? Why?

There could be several reasons why you did not receive a weather alert during a storm. First is, that maybe the National Weather Service did not issue an alert for that storm. Next would be, did you sign up for the right weather alerts on the subscription page? If you believe you have, then do you have one or more addresses associated with your account? **ReadyBucks now uses a new Smart Weather automated system to notify residents.** When the National Weather Service sends out an alert, that alert has a forecast area associated with it. If the address associated with your account is not in the forecast area, you will not receive the alert. This is to prevent unnecessary notifications to your devices. For example, if you live in Upper Bucks and there is a weather alert in Lower Bucks, you will not be bothered by that unnecessary alert. If you have any questions, please let us know.

Will my contact information be shared with others?

No. The information that you provide will be used only by the County of Bucks, its Municipalities, Schools, and Hospitals for notification purposes as agreed by what subscription(s) you sign up for and for emergency alerts pertaining to public safety. We will not give or sell your contact or location information to any vendor or other organization.

Emergency Notifications



The Chief of Police, Ken Coluzzi, welcomes you and appreciates you signing up to receive emergency messages not only from Lower Makefield Township, but the County of Bucks and Pennsylvania also. To sign up for ReadyBucks or **to update your account**, go to: <https://member.everbridge.net/index/453003085612336#/login> or type in 'ReadyBucks in Google.

Some tips on setting up your ReadyBucks account.

In My Profile. Putting your registration' email in here IS NOT the area it is placed to receive emergency emails. See the **How to Contact Me** section of where else your email is needed to receive messages.

In **My Locations** put in as many locations as you care to, but it is important to click on the map and see if the map software put your pin in the correct location. If not, move the pin. This is important because of GPS coordinates. Emergency Messages send out by GPS coordinates, needs that information. You want this to be as accurate as possible.

In the **How to Contact Me** section, there are basically nine methods of receiving messages. Most center around your SMS messaging system, your cell phone (voice or text), your email, and from the home phone itself. There must be at least one entry in this portion, **or you will not receive any messages.**

What to sign up for in **My Alert Subscriptions???**

DO NOT just pick the check box next to the title. This will automatically check every agency or choice in that category. You will receive tens of messages!!! Click on the 'plus' sign, and the field will expand to the list of choices. This will also be true in **'Weather Alerts'**.

Pick as many of the agencies listed as you want, **but remember**..... if each of those agencies sends out a similar message on an event that encompasses a lot of agencies (say... blizzard, hurricane or tropical storm etc), you may receive **multiple** messages. Unfortunately, this is the nature of the system. IF.. you live close to a neighboring town (Morrisville, Falls, Middletown, Newtown, Upper Makefield, Yardley), you may want to check and receive their messages as well....what happens in that town MAY effect you also!! Also, on some warnings, especially weather warnings, a notice from Bucks County may be the only one broadcast, as the event effects the County in general, often with no need for additional duplicate warnings from a local municipality.

Remember, you can also receive message from other parts of the county also. Chose those areas where you children may go to school, or household members work, if not in the Lower Makefield area.

In the Weather Warning section, you can select a time-of-day to NOT receive Weather and Hazard messages, for example 11 pm thru 6am, so as not to disturb you during those hours if you wish.

If anyone has questions or needs help setting up their account, contact me at headquarters (215-493-4055, M-F) or email bobl@lmt.org. Please pass on the need to sign up for this program to your relatives and neighbors. If you know of any elderly or non-computer savvy residents who cannot set something like this up for themselves (even if they just have a home or cell phone), please either help them or let us know.