

## NEWS RELEASE

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### City switching to new emergency call alert system

*Nanaimo Alerts launches on November 21, 2019*

#### Summary

It's time for a switch! The City of Nanaimo is switching to an improved emergency call alert system, Nanaimo Alerts, on November 21. The new Nanaimo Alerts system will have updated features which include the ability to text alerts and an app the public can download onto their phones.

Any residents and business owners who have signed up for the current system will need to re-register for the new system to continue receiving emergency alerts from the City. As a reminder for current subscribers, the City will send out one final call alert on November 21 using the old system.

After issuing a Request for Proposals in June 2019, the City chose Voyent Alert! for the new mass notification service. Once the system is launched, residents can register for City of Nanaimo alerts through Voyent Alert! and download the free app to their mobile devices. Eventually, other City of Nanaimo alert and informational features will be available for the public to opt into.

More information on the new system and registration reminders will be issued in the coming weeks. Please follow the City website at [www.nanaimo.ca/goto/alerts](http://www.nanaimo.ca/goto/alerts).

*Strategic Link:* Providing an effective way to communicate during an emergency supports a livable community.

#### Key Points

- Registration for the new Nanaimo Alerts system will begin on November 21, 2019.
- Current subscribers are asked to watch for a reminder by email or phone call from the old call alert system on November 21, 2019.
- After November 27, 2019, the old system will be retired. Anyone who has not registered for the new system will not receive emergency notifications from the City of Nanaimo.

#### Quotes

"After issuing a mass notification in December 2018, we received feedback from residents about the current system's limitations. This lead us to look for new solutions to effectively deliver emergency alerts to the public."

Karen Lindsay  
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