



# News Release

## CITY MANAGER'S OFFICE

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### ***Highland Village Announces Enhanced Emergency Notification Solution***

Highland Village officially launched a new version of its emergency preparedness and mass notification services for citizens. The new solution, CivicReady, has significantly improved and the City is asking all residents to make sure they are signed up for communication.

This mass communication tool allows Highland Village to communicate with citizens quickly and efficiently before, during and after an emergency. In addition, it will be used for routine events and community updates. Citizens can be reached through email, SMS, voice calls and social media platforms depending on preference.

With the enhanced communication system, the City will be able to increase its community engagement and be better prepared in the event of an emergency. The City has streamlined its notification methods under CivicReady system - Police E-Watch, Water Conservation, Street Construction, and Community Alert messages will all be sent using the CivicReady system. Subscribers to those lists have been migrated to the new system and are encouraged to select "forgot password" on the sign in page to update their account with detailed information. Residents will benefit from easier profile management, increased communication speeds and other improvements to the quality of communication.

#### Why Should You Sign Up?

Emergencies happen all the time and knowing what to do before, during and after an emergency improves your odds of a positive outcome. Our emergency notifications send updated alerts directly to you keeping you informed on rapidly changing situations. Additionally, residents will be informed of issues affecting their neighborhood or the City as a whole.

In an effort to encourage new members, the City has partnered with Ring Doorbell and will be giving away four Ring Video Doorbell systems and one Ring Spotlight Cam. Five lucky Highland Village residents will be chosen at random on April 1, 2019 from the list of members!

#### How To Sign Up

It's easy. Simply go to <http://www.highlandvillage.org/1000/Stay-Notified> and enter your contact information. Please be sure to enter a valid address so you are contacted when your area is being affected. In the event of an emergency this will allow the City to immediately notify citizens of an event. We will send updated alerts through email, voice, or text. Modifications to the alerts can be made at any time after sign up. Be sure to add (866) 665-4386 to your contact list so you will know the call is from the City.