

Frequently Asked Questions

What is READY COCONINO?

READY COCONINO is an emergency notification system that serves all of Coconino County, including the cities located within the County. Computer automation allows operators to send recorded emergency information to a large majority of our residents. Public safety officials will use this system to notify you in the event of wildland fires, neighborhood evacuations, closures of major highways due to traffic collision, natural disasters, law enforcement emergencies, and any other occurrence that may affect the safety of our community. This system is another tool to help you stay informed during emergencies.

How does an emergency notification system, or “reverse 911”, work?

Information from telephone services are uploaded into the emergency notification system with GIS maps of the communities. This allows public safety officials to “geo-locate” neighborhoods and communities for targeted messages, which can be voice recorded or computer generated from written text. The messages can also be translated into different languages. Emergency messages are then transmitted via telephone lines.

How does the system get my telephone number?

This system utilizes telephone company databases, but to ensure that you receive emergency information via this system, we encourage everyone to register your home and cell phone numbers at www.coconino.az.gov/readycocconino.

What will my caller ID look like when I get a READY COCONINO call?

Because this is a hosted computer system, the phone calls are generated by a server at a remote location across the country. The telephone number will appear as a long distance phone number with no identifier (it will not say **READY COCONINO**).

My telephone service blocks computer generated calls. Will I still receive the emergency notification messages?

No. However, public safety officials will still activate emergency messaging through the Emergency Alert System which will transmit messages through your local AM/FM radio, weather radio and television stations. You can also get information through web sites such as www.coconino.az.gov/emergency or www.azein.gov

Once I leave my home, how will I receive new information?

Stay tuned to your local AM/FM radio stations, and/ or your portable weather radio for updated information. We will establish an information call center at **1-888-679-8393** during emergencies and disasters. You are encouraged to register your cell phone at www.coconino.az.gov/readycocconino, so you will receive emergency messages at your home and while you're away from home.

What if I don't want READY COCONINO to call me? Can I opt out?

Similar to a “Do Not Call” service, you may have your telephone number removed from **READY COCONINO**. However, we strongly encourage you to remain on the list so you will receive the latest emergency updates—for the safety of you and your family. If you wish to opt out, please call the Office of Emergency Management at **1-928-679-8311** for more information. The request for removal must be in writing.

Will my personal information be shared with other agencies or companies as a result of being part of READY COCONINO?

No. Your information will not be shared with any outside agencies other than public safety personnel such as 911 dispatchers and our service vendor CODERED.

Go Kit

- Copies of your important documents in a waterproof and portable container (insurance cards, photo IDs, proof of address, copies of prescriptions, etc.)
- Extra set of car keys and house keys
- Portable radio: hand crank model or have extra batteries
- Credit and ATM cards, and at least \$50 to \$100 cash in small denominations
- Bottled water and non-perishable food such as energy of granola bars (enough for each person, 72 hr supply)
- Flashlight and extra batteries
- Medications and other essential personal items; be sure to refill medications before they expire; keep a list of the medications each member of your family takes, why they take them, and their dosage.
- First-aid kit
- Tools: wrench, pliers, duct tape and matches
- Change of clothes; sturdy, comfortable shoes; light-weight rain gear; coat and blanket (enough for each person)
- Contact and meeting place information for your family, and a small regional map.
- Personal hygiene items (such as toothbrush, toothpaste, shampoo, soap, sanitary items, etc.)
- Special needs: child care supplies (diapers, wipes, food, formula, or other special care items); elder care and pet supplies (food, medication, etc.)

Stay Kit

- Go Kit**plus ...
- Reading materials/recreational items
- Portable radio and extra batteries
- Water and food for 5 days
- Plastic and tape to seal a room from the outside if emergency personnel instruct you to do so



READY COCONINO is a program to ensure that citizens are fully prepared to handle emergencies and disasters.

There Are 4 Simple Steps:

1. Have A Plan!

Develop a family emergency evacuation plan together. Plan escape routes from your home, neighborhood and community. Have a designated meeting point and relative or friend to whom everyone can report if separated.

2. Be Ready!

Have a **Go Kit** that includes a 72 hour supply of water, non-perishable food, change of clothes, battery operated radio, flashlight, blankets and sleeping bags. Include a first aid kit, computer files on external/portable drives, copies of important documents, medicines, specialty items for infants, elderly and special needs family members, pet supplies and family pictures that can't be replaced.

Have both a **Go Kit** and **Stay Kit** for sheltering in place.

3. Stay Informed!

When a crisis occurs, local public safety officials have three methods to alert the public:

1. Local radio, television and newspapers; government web pages such as www.coconino.az.gov/emergency and www.azein.gov; and the Coconino County Emergency Hotline at **1-888-679-8393**.
2. The Emergency Alert System (EAS). Messages are re-broadcast on NOAA weather radio, AM and FM radio and television.
3. **READY COCONINO** Notification System. This system uses an E911 telephone number database and GIS mapping to target specific communities for emergency notifications. The message is recorded by local emergency officials and broadcast to your home via computer and telephone lines. If you only have a cell phone or VoIP computer phone number, register that phone number at www.coconino.az.gov/readycoconino

4. Volunteer!

Public safety officials need your help. Volunteer in your community. Join a local Community Emergency Response Team (CERT); become an American Red Cross volunteer; register your service organization with Coconino County Volunteer Organizations Active in Disaster (VOAD). Be part of our response teams. Neighbors helping neighbors, communities helping each other.



HAVE A PLAN!



BE READY!



STAY INFORMED!



VOLUNTEER!

www.coconino.az.gov/emergency

1-888-679-8393

Contact Information

Emergency: **911**

Coconino County Emergency Hotline
(Operational During Emergencies)

1-888-679-8393

Coconino County Emergency Information

www.coconino.az.gov/emergency

State of Arizona Emergency Information

www.azein.gov

Emergency Preparedness Planning

www.ready.gov

American Red Cross

www.arizonaredcross.org