

November 29, 2016

Notify Red Deer

1. What is Notify Red Deer?

Notify Red Deer is a Mass Notification System that allows The City of Red Deer to send high priority messages to residents during emergency and non-emergency situations. Residents select their preferred contact method, and depending on the situation, messages will be sent as high priority, ensuring residents get the information they need first from The City. This is about communicating the right message to the right person at the right time.

2. How will this work differently than the current communication methods?

The City currently has a variety of tools to disseminate information to affected individuals. These include, but are not limited to, various email sign-ups, social media, traditional registered phone call out system (only used during emergency situations), website, and news releases. While many of these options will still be utilized (social media, website, and news releases) Notify Red Deer allows The City to streamline these messages and reach a large audience within a short period of time.

3. How do I sign up?

By visiting reddeer.ca/notifyreddeer citizens can sign up by creating a username and password. Residents then input their contact information, preferred communication methods and addresses.

4. How will I get contacted?

Notify Red Deer will send messages for updates you have chosen to receive information about. Notify Red Deer will first send to your preferred method, and if that message is not confirmed it will cycle through your other communication methods provided.

5. What if my contact information changes?

You own and manage the information linked to your profile. At any time you can log in, and change your information.

6. Can I opt out?

Notify Red Deer is The City's main method to contact you in an emergency situation, at any time you can change your subscription preferences for non-emergency notifications. The only way to completely opt-out is to delete your profile.

7. What is a Snow Zone alert as part of Notify Red Deer?

A Snow Zone alert is a text, email or phone notification to tell you when you need to move your vehicle for plowing on your Route in your Snow Zone. When you sign up for Notify Red Deer, you will automatically be signed up to receive Snow Zone alerts for your Snow Zone. You'll receive notification for Green and Grey Routes, so you'll need to know which Route you will on; you can find out [here](#).

Snow Zone alerts are generally sent 24-36 hours in advance of the start of plowing in a Snow Zone. Most Snow Zones typically take two to three days to plow, so your street may not be plowed on the first day your Snow Zone is scheduled to start. Your vehicle needs to be off the street every day plowing is scheduled until the street is plowed. The schedule is based on current conditions and is subject to change. We will send a new alert if the schedule changes.

8. Can I sign up for Snow Zone alerts for more than one address?

Yes, when you sign up for Notify Red Deer, you can enter more than one address (e.g., your parents' house, your work, your child's school/daycare). You will then receive Snow Zone alerts for all addresses entered in Notify Red Deer.

9. I was previously signed up for Snow Zone email alerts. Is this the same thing?

No, this is a different system than The City's email subscription service. If you had previously signed up for this service, you will need to sign up for Notify Red Deer. Notify Red Deer will be replacing The City's email subscription services for Snow and Ice.

For more information contact:

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