



## General

- **What is Fairbanks Safety Alerts?**

Fairbanks Safety Alerts, powered by Smart911, is the official emergency alert and notification system for the City of Fairbanks. This system is used to send alerts to the public during emergencies. Fairbanks Safety Alerts is a free service that allows you to sign up online to receive customized alerts via text message, email, and voice message. Alerts will include information regarding police activity, road closures, missing persons, and more. This service is provided by the City of Fairbanks at no cost to the public; however, message and data rates may apply.

- **Why should I sign-up for Fairbanks Safety Alerts?**

When emergencies happen, be the first to know. Fairbanks Police Department, Fairbanks Fire Department, and Fairbanks Emergency Communication Center all use Fairbanks Safety Alerts to send official, real-time alerts to the public with information about potentially life-saving actions they may need to take to keep themselves and their families safe. By signing up for Fairbanks Safety Alerts, you are taking a step toward improving your personal safety.

- **How does it work?**

When an incident occurs that meets the criteria for sending out an alert to the public, dispatchers, police supervisors, and other City employees gather the necessary information and push out an alert to the affected area. Alerts can be sent out city-wide to everyone who has opted-in to the system, or to a specific area or neighborhood for more localized events.

- **How much does it cost?**

This service is provided by the City of Fairbanks at no cost to the public; however, message and data rates may apply depending on your provider and phone services.

- **Can you guarantee that I will receive notification if I register?**

While Fairbanks Safety Alerts is an excellent system, we cannot guarantee that you will receive notification in all cases. Disasters and emergencies are chaotic and unpredictable, and notification is dependent on external providers such as your wireless carrier or email delivery service outside the control of the City of Fairbanks. Fairbanks Safety Alerts will use several means of communications to try to ensure that should any one communications method, technology, or delivery option be unavailable to reach residents, other methods will be used to improve the likelihood that citizens will see the message.

### **Signing up**

- **How do I sign-up for Fairbanks Safety Alerts?**

Signing up for Fairbanks Safety Alerts is easy! Go to <https://www.smart911.com/smart911/ref/reg.action?pa=fairbanksak> and register your contact information. There you can select how you want to receive alerts and what departments you wish to receive them from. *(Note: If you already have a Smart911 profile, you will just need to login to your existing account and select City of Fairbanks departments to receive alerts.)*

### **OR**

- If you do not wish to create a profile, but you would still like to receive text message alerts from Fairbanks Police Department, simply text FPDALERTS to 67283.

- **Who can sign-up for Fairbanks Safety Alerts?**

Fairbanks Safety Alerts is available to anyone who lives, works, travels through, or visits the Fairbanks area. The address listed in your profile can be your home location, work location, or any other location you frequent.

### **Alerts**

- **What types of alerts will I receive?**

Emergency alerts can be sent 24/7 when City public safety officials determine there is a threat to life and/or property. Other urgent messages may include:

- Missing Persons Notifications
- Safety risks
- Police Activity

- Health risks
  - Traffic Hazards/Road Closures
- **Can I reply back to the alert texts?**  
Texts responded back to Fairbanks Safety Alerts will not be monitored. Please dial 911 if you are experiencing an emergency, or call our non-emergency line at 907-459-6800 if you need to speak to someone.
  - **When will I start receiving alerts?**  
Once you have signed up online and confirmed your contact information within the system, you will begin receiving alerts.
  - **How does the Fairbanks Safety Alerts system respond to busy signals or no-answer situations?**  
If a call completes and is sent to your answering machine or voice mail system, a message is left. If a phone call is not answered or busy, the system redials your number several times.

### **Privacy and Contact Information**

- **Will my information be disclosed or shared?**  
No, your information is private and will not be used or distributed in any manner. The information that you provide is exempt from public disclosure and will be used for emergency purposes only.
- **What precautions are taken to protect personal contact information stored in the Fairbanks Safety Alerts system?**  
Personal information provided to Fairbanks Safety Alerts is private and only used to notify you for official City of Fairbanks communications and to support the City's emergency services.  
Your information is not used for marketing purposes and will not be sold to telemarketers or data-mining organizations. A variety of "opt-in" mechanisms are available to ensure you are getting just the messages you want to receive, delivered via the devices and communications modes that you choose.  
Fairbanks Safety Alerts utilizes the highest standards in physical and computer security technologies and conducts regular audits to ensure all information is kept secure. Privacy policies are also outlined in the Terms and Conditions you review when you sign up to receive Fairbanks Safety Alerts notifications.