



## Receiving 911 Emergency Messages

You may have heard about a 9-1-1 Center contacting the public during emergency situations through the use of a recorded message. The message is from the Broomfield 9-1-1 Dispatch Center notifying citizens in a specific part of town about police or fire emergencies. The notifications could include SWAT calls, where Police need all residents to stay inside - where you're safe; a hazardous materials spill situation - where you may need to evacuate your home, a wildfire - threatening structures, or other non-weather related information that needs to be given to you quickly.

Broomfield's 9-1-1 Dispatch Center uses a database to call all home phones, wired directly to a house, within a specified area. This area could be as small as an apartment complex, to as large as several miles in diameter. In the past, Cellular phones and Voice over IP (VoIP) phones could not receive the messages, since they were not part of the database.

Now, Broomfield's 9-1-1 Dispatch Center is able to send messages to Cellular phones and Voice over IP (VoIP) phones, once they are registered. To receive notifications on your Cellular Telephones or Voice over IP (VoIP), you must complete the registration form [here](#). Each number registered will be added to the regional emergency database to receive emergency notifications. Each number can only be associated with one address in the system.

Broomfield's 9-1-1 Dispatch Center uses this system in conjunction with other law enforcement agencies and fire departments in Jefferson County. Only residents of Arvada, Broomfield, Edgewater, Golden, Lakeside, Lakewood, Morrison, Mountain View, Westminster, Wheat Ridge, and unincorporated Jefferson County, should register on this site. If your home address is not in these areas, emergency notifications will not be sent to your cell or VoIP telephone number(s). Please contact your local law enforcement agency or fire department to determine how their emergency notifications are sent.

Once you have signed up and receive a call with an emergency message it is critical to listen to the entire message and follow the instructions for your safety. Please do not call 9-1-1 to verify the message, or to seek further information. Follow notification will be sent out to those same homes and businesses when there is no longer a danger to you.

If your home or business has privacy features (e.g., automatic voicemail, blocks solicitors, blocks unidentified calls, makes unidentified callers state their names, etc.) or any 'anti-solicitation' devices, you may not receive the emergency notification from the 9-1-1 Center. Contact your service provider to see how to disable these features.

If you have any further questions, please contact the Broomfield Emergency Management Unit at 720-887-2084 they will be glad to answer your questions.