

Lincolnshire Connects with Residents During Emergencies

The Village strives to provide specific and timely information to the residents and businesses during emergency events.

The Village uses a variety of communication methods to update residents on emergency events as they unfold, including: email newsletters, regular website updates, emergency warning sirens, Twitter (@Lincolnshire_IL), Facebook (Village of Lincolnshire), and automated telephone calls and text messaging – Blackboard Connect®.

Blackboard Connect® is the Lincolnshire's Village-to-Resident communications service. With Blackboard Connect®, Village staff can send periodic and personalized voice, text, or e-mail messages to residents and businesses within minutes. Blackboard Connect® is used to complement Lincolnshire's emergency preparedness procedures and to alert residents about pressing and important issues during emergencies and community situations. Blackboard Connect® allows the Village to create a rapidly disseminate time-sensitive messages to every telephone number or email stored in the notification database. With this service, all resident information is kept confidential and only authorized users can send messages or access the system and database.

Frequently Asked Questions:

How does the service work? Authorized Village officials record a voice message, create an email or text message that is then delivered quickly to all individual phone and email addresses in the notification database.

What types of messages will be sent using the service? Any message regarding resident safety or welfare may be disseminated using the Blackboard Connect® service. Possible notification messages could be for severe weather warnings, hazardous road or traffic conditions, water emergencies requiring shut-off of water service, flood response activities and any other situation that could impact the health, safety and welfare of residents.

Does Blackboard Connect replace the Village's other communication activities? This system is in addition to all other Village communication methods. Village staff will continue to provide information via its website, e-mail newsletter, social media outlets, etc.

Is my telephone number included in the Blackboard Connect® database automatically? Blackboard Connect works with telephone system providers for land lines to create a database of telephone numbers for each specific Lincolnshire address. However, this database does not automatically include unlisted telephone numbers, cellular telephone numbers, work telephone numbers or email addresses. Residents can provide as many telephone numbers or email addresses they would like. Simply visit the Village's

homepages at www.lincolnshireil.gov and click on the Blackboard Connect ® link to provide your contact information.

Can I use a cell phone number as my preferred notification method? Yes, the system can accept cell phones. The Village encourages all residents to request all contact numbers be added to the database. Cell phone numbers and email addresses are not automatically added to the database.

What if I don't have Internet access to update my contact information? If you do not have Internet access, the Village can enter the information for you. Simply contact the main Village Hall number at 847-883-8600.

Is there a way to positively identify incoming call made by the Village using the Blackboard Connect ® notification system? The caller-ID number for calls generated by Blackboard Connect ® will be (580) 481-2288. Additionally, every message will begin with the standard introduction: **"Hello, this is an important message from the Village of Lincolnshire."** The message content will follow this standard introduction.

My primary phone or my second listing is a cell phone with a non-local area code. Will Blackboard Connect ® service call numbers outside the area? Yes. The area code does not impact whether or not a call is made.

How does Blackboard Connect ® respond to busy signals or no-answer situations? For busy signals, the call will be repeated several times in an attempt to reach you. The same is true for No-answer and Call-waiting. If the phone is answered by a voice mail, the message will be left on the answering device. If, after several attempts, the call does not successfully go through, the system will stop attempting to call.

I was not able to listen to the entire call. Is there a way to repeat the message? Yes, at the end of the message playback, simply press the star (*) key on your telephone to have it repeated in its entirety.

If you receive a notification message, please do not call the Police Department as lines will be busy responding to the emergency event. Visit the Village's website for further information or follow the instructions in the message on how to replay the message.