

LAKE COUNTY'S EMERGENCY NOTIFICATION SYSTEM – ALERTLAKE

Launched in February 2011, AlertLake is Lake County's public safety warning system capable of notifying Lake County residents of an immediate emergency. AlertLake is free to residents, and allows public safety officials to notify residents of emergencies such as a missing person, hazardous materials spill, law enforcement advisories and wildfire and tornado warnings issued by the National Weather Service. AlertLake will only be used for emergency purposes, by authorized public safety officials.

Lake County Emergency Management encourages all residents to use multiple communication tools to better prepare for disasters before they happen. Items to include in your notification tool-kit are:

- **NOAA Weather Radio** – Have a battery-powered, tone-alert NOAA Weather Radio in your home.
- **Local Media/National Weather Service** - Get connected to local news media and National Weather Service e-mail and text messaging services.
- **AlertLake** - Register with AlertLake to receive emergency notification messages by landline, cellular, Voice over Internet Protocol (VoIP) phones and e-mail.

To work effectively, the AlertLake system is only as good as the information provided by the public. All landline telephone users (listed and non-listed numbers) are already registered in the AlertLake system. Residents who primarily use cellular phones or Voice over Internet Protocol (VoIP) phones are encouraged to register for AlertLake.

To register for the new emergency notification system,
log on to www.lakecountyfl.gov

VARIOUS WAYS TO RECEIVE SEVERE WEATHER ALERTS

- WESH Channel 2: Alerts to email and cell phones.
<http://www.wesh.com/weather/alerts>
- WKMB Channel 6: Alerts to email and cell phones.
 - News & Weather E-mail alerts: <http://www.clickorlando.com/emailnewsletters>
 - News & Weather Text alerts: <http://www.clickorlando.com/mobile/-/1637670/6109208/-/ang9g8/-/index.html>
- WFTV Channel 9: Alerts to email and cell phones.
 - Severe Weather Email Alerts: <http://www.wftv.com/s/weather/personal-forecast/#at=0&> Follow directions provided.
 - Text Message News and Weather Alerts: http://cf.localwireless.com/wireless/signup.cfm?sid=147&pageid=txtalert1_main
- Central Florida News 13: Alerts to email and cell phones. Scroll to bottom of page for information. <http://cfnews13.com/content/news/cfnews13/weather.html>
- Fox 35 News, Orlando: Severe weather text alerts.
http://www.myfoxorlando.com/generic/about_us/mobile/text_alerts

STAYING INFORMED DURING AN EMERGENCY

During an emergency, staying advised of weather reports and information from the Lake County Emergency Operations Center (EOC) is essential for your family's safety.

If emergency personnel recommend that you evacuate, you should follow their instructions. To learn of important emergency notices, monitor radio and television reports. Listed below are some of the links the public has to emergency information in addition to AlertLake.

Telephone

The Lake County Citizens Information Line (352-253-9999) is typically staffed 24 hours a day during emergencies to provide residents with up-to-date emergency information.

Web

The online portal for Lake County emergency-preparedness information is www.lakecountyfl.gov, keyword: emergency. During an emergency, this website is updated frequently to provide residents with important information. The website also features up-to-date weather information from weather reporting stations strategically located throughout the County.

Radio

WLBE 790 AM broadcasts a remote feed from the Lake County EOC.

WVLG 640 AM and WKIQ 1240 AM broadcast pertinent information to many Lake County residents.

Z88.3 FM is the local entry point for Emergency Alert Stations (EAS).

Television

Government access stations Bright House channel 199; Florida Cable channel 4. Lake-Sumter Community College Television (Comcast cable channel 13) and LakeFront TV (Comcast cable channel 22).

Regular updates are also typically available on local television stations: NBC affiliate WESH-TV channel 2; CBS affiliate WKMG-TV channel 6; ABC affiliate WFTV-TV channel 9; FOX35 channel 35; Central Florida News 13 (Bright House Network cable only).

Newspaper

Daily newspapers that provide Lake County emergency information include the Lake Sentinel, The Daily Commercial, The Villages Daily Sun and Ocala Star-Banner.

Please be aware that your cell phone provider may charge for sms (also known as text messages) messages sent to your cellular phone.

Lake County Emergency Management does not advocate one service over another. The news organizations listed are services we are familiar with. If there are other services available, please share them with us.

AlertLake

EMERGENCY NOTIFICATION SYSTEM



LAKE COUNTY
FLORIDA

PUBLIC SAFETY DEPARTMENT
EMERGENCY MANAGEMENT DIVISION
425 W. Alfred St., Tavares, Florida 32778-7800

Phone: 352-343-9420

Fax: 352-343-9728

E-mail: alertlake@lakecountyfl.gov

Web: www.lakecountyfl.gov, keyword: AlertLake

ALERTLAKE – FREQUENTLY ASKED QUESTIONS (FAQS)

What Is AlertLake?

AlertLake is Lake County's public safety warning system capable of warning Lake County residents of an immediate emergency. Public safety emergency notifications can include information on a missing person, hazardous materials spill, law enforcement advisories and wildfire and tornado warnings issued by the National Weather Service. Alerts can be sent to your home, cellular and Voice over Internet Protocol (VoIP) phones, Personal Digital Assistants (PDAs), Blackberry, Smartphone and email accounts.

How Do I Register For AlertLake?

Current landline telephone users (listed and unlisted) are already registered. Residents that use cellular and VoIP phones are encouraged to register for AlertLake. To register, log on to www.lakecountyfl.gov, keyword search "AlertLake." Residents can register multiple cellular phone numbers and email addresses, and can manage and update their own information as needed.

How Do I Opt-Out Of AlertLake?

If you wish to not be contacted for public safety emergency notifications and want to "opt-out" of AlertLake, please contact the emergency management office at 352-343-9420 or at alertlake@lakecountyfl.gov.

How Does AlertLake Work?

In an emergency situation, AlertLake can notify residents of an immediate public safety emergency. Depending on how the user is registered, an alert may be sent to one or multiple devices.

What Should I Do If I Receive An Emergency Notification Through AlertLake?

If you receive an AlertLake message, please do the following:

- The phone number that will display on your caller I.D. will be (866) 514-9881, so if you see this number, take the call.
- Listen carefully, and try to minimize background noises.
- Pay attention to the emergency message notification sent and follow the instructions.
- Do not hang up until you hear the entire message.
- DO NOT CALL 9-1-1 unless instructed to do so.
- To hear a replay of the last message sent by AlertLake, dial the number on the caller I.D., 866-514-9881.

Additional instructions may follow throughout the emergency situation so be prepared to receive additional AlertLake emergency notifications if the situation warrants.

Who Sends Out AlertLake Messages?

Depending upon the type of public safety emergency, messages can be sent from:

- Lake County Emergency Management
- Lake County Sheriff's Office
- Lake Emergency Medical Services

How Do I Prevent SPAM Filters From Blocking My Emergency E-mail Notifications From AlertLake?

Internet Service Providers (ISPs) utilize various methods to prevent unsolicited commercial e-mail (junk mail or SPAM) from being delivered to users' mailboxes. Some of these methods may mistakenly classify AlertLake messages as such and not deliver the emergency notification to the recipient. Each ISP has a different set of steps to follow to ensure these alerts get delivered directly to the users' mailboxes. Typically the sender's domain name must be added to an address book or "safe list." To ensure you receive AlertLake emergency notification emails, please add lakecountyfl.gov to your address book or safe list. If you still have trouble, please contact Lake County Emergency Management at alertlake@lakecountyfl.gov.

WEATHER RADIOS SAVE LIVES

Thunderstorms, tornadoes, floods, hurricanes, bomb scares, chemical spills and wildfires. These are just a few of the potential hazards in Lake County.

Having a battery operated, tone-alert NOAA Weather Radio in your home is like having your own personal tornado siren – only it will alert you of all these impending dangers. In every home, a weather radio should be as common as a smoke detector.

A weather radio broadcasts National Weather Service warnings, watches, forecasts and other non-weather related hazard information 24 hours a day.



During an emergency, the weather service forecasters interrupt routine broadcasts and send a special tone activating local weather radios. Weather radios equipped with a special alarm tone feature sound an alert to give you immediate information about a life-threatening situation.



Local SAME* code

**Specific Area Message Encoding*

County	SAME Code
Lake	012069
Marion	012083
Orange	012095
Osceola	012097

County	SAME Code
Polk	012105
Seminole	012117
Sumter	012119
Volusia	012127

Local Frequencies

Transmitter	Channel	VHF Frequency
Daytona Beach	channel 1	162.400
Orlando	channel 4	162.475
Sumterville	channel 5	162.500