



## **FACT SHEET**

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### **Ventura County REVERSE 911®**

#### ***System Capabilities:***

The Ventura County Reverse 911® system has the ability to deliver outbound voice, text and e-mail messages to residents during emergencies using a combination of database and GIS (Geographic Information Systems) technologies.

#### ***Message Delivery Rate:***

Using the on-site bank of 46 telephone lines, the Ventura County Reverse 911® system has the ability to place up to 5,520 calls per hour and up to 240,000 calls per hour utilizing the off-site Mass Call™ lines. Both time calculations are based on a 20-second voice message.

#### ***Participating Cities:***

Camarillo, Fillmore, Moorpark, Ojai, Oxnard, Port Hueneme, Santa Paula, and the unincorporated areas of Ventura County

#### ***Intended Use:***

Evacuation notices, hazardous materials releases, community policing activities (AMBER alerts, endangered missing adults, prisoner escapes, high incidence of criminal activity, etc.), and public health emergencies

#### ***REVERSE 911® Telephone Database:***

The Ventura County Reverse 911® database currently includes both listed and unlisted landline telephone numbers, but does not include cellular, Voice Over Internet Protocol (VoIP), or TTY numbers.

#### ***Registration for Cellular, VoIP, or TTY Numbers:***

Residents may register phone numbers online, by mail or by calling the Ventura County Sheriff's Office of Emergency Services Reverse 911® Public Information Hotline.

To register information online, please visit the County of Ventura webpage at [www.countyofventura.org](http://www.countyofventura.org), click on the *Disaster Information* link and then on the REVERSE 911® logo.



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### **Ventura County REVERSE 911® (continued)**

If you do not have access to the Internet, registration forms may be mailed to:  
Ventura County Sheriff's Office of Emergency Services  
800 South Victoria Avenue #3450  
Ventura, California 93009

For any additional questions or concerns, the Ventura County Reverse 911® Public Information Hotline telephone number is (805) 648-9283.

#### ***REVERSE 911® Caller ID:***

The telephone number that may be displayed on resident's Caller ID device depends upon the geographic area from which calls originate. The two possible phone numbers are 805-517-1510 or 805-639-3004. These numbers are for outbound calls only. Residents with questions or requesting additional information should call the Ventura County Reverse 911® Public Information Hotline at (805) 648-9283.

#### ***REVERSE 911® Manufacturer:***

Indianapolis-based Sigma Communications

#### ***Special Information:***

Residents who would like to add an e-mail address to associate with their landline telephone may e-mail [reverse911@ventura.org](mailto:reverse911@ventura.org). Please include the telephone number, contact name, and e-mail address.

#### ***For More Information:***

**E-mail:** [reverse911@ventura.org](mailto:reverse911@ventura.org)  
**Phone:** (805) 648-9283  
**Website:** [www.countyofventura.org](http://www.countyofventura.org), click on the *Disaster Information* link and then on the REVERSE 911® logo