



Adams County FirstCall Emergency Notification

The FirstCall Emergency Notification System in Adams County is administered through the Adams County Communications Center (ADCOM911). The system is setup to contact home landline phone numbers within the geographical jurisdictions of the City of Bennett, the City of Brighton, Commerce City, the City of Northglenn, Unincorporated Adams County, and the Adams County portion of Strasburg. This system can also send alerts to cell phones but, residents personally need to register their cell phones into the system. Residents must register under the address in which they'd like to receive notifications. Reregistering the same cell phone number under different addresses (i.e. work, school, and home) is also possible.

The FirstCall System will only be activated in an emergency situation where there is a risk of significant harm, an urgent threat, or when a general notification is needed. When such a threat occurs, a brief message will be sent to those who have opted into the system, updating them or instructing them to seek additional information from other sources. Some of the notifications residents might receive relate to missing children or persons, hostage situations, shootings, structure fires, chemical releases, and natural disasters; as well as non-emergency situations like road closures and debris removal instructions after a severe storm.

To register a cell phone for the ADCOM911 First Call System please visit:
<https://alertregistration.com/adamscountycolorado>

Although this is a functional emergency notification system, it is not intended to be the sole source of emergency notifications. FirstCall can also make no guarantee that every person will receive an emergency notification in every situation since phone lines may be down, cell phones may be turned off, etc. This system should be considered a supplemental notification system, and we encourage all Adams County residents to take ownership of their own preparedness through developing family disaster plans, building 72-hour Emergency Kits, listening to NOAA weather radios and being aware of their surroundings and weather conditions. More information on preparedness can be found at: <http://www.readycolorado.com>
BE INFORMED, BE PREPARED, AND BE SAFE.

Independent Local Notification Systems

The following jurisdictions in Adams County support their own independent notification systems:

- **City of Arvada:** Uses the FirstCall System but is independent from the ADCOM911 System. This system is based in Jefferson County and automatically registers home landlines within the City of Arvada and Westminster boundaries. To get alerts on your cell phone, residents have to register. To register please visit:
<https://alertregistration.com/JeffersonCountyCO/>



- **City of Aurora:** Uses the Everbridge Notification System. In this system residents can choose the communications method they'd prefer: mobile phone, text message, email or all. Residents also have the ability to opt-out of the system. To register or opt-out, visit: <https://www.auroragov.org/LivingHere/PublicSafety/EmergencyPreparedness/SignupforEmergencyAlerts/index.htm>
- **City of Federal Heights:** Uses the FirstCall System with an independent ability to send out notifications. The system automatically uploads home landline numbers within the jurisdiction. The ability to notify cell phone is currently being developed and when completed residents will be able to register via the municipal website.
- **City of Thornton:** Uses the 21st Century Target Notification System. This system contacts landlines and cell phones who have opt-in to receive notifications. To register your cell phones please visit, <http://tmail.cityofthornton.net/>. Specific questions about the system can be directed to dispatch@cityofthornton.net
- **City of Westminster:** Uses the FirstCall System similar to Arvada. Landlines are automatically added to the notification list but to receive cell phone alerts residents need to register. To register a cell phone with the Westminster FirstCall System please visit: www.your911.net . If you have any specific questions please direct them to: PDGENERAL@cityofwestminster.us

To confirm your local dispatch area for emergency notifications please contact the Adams County Communications Center: 303-288-1535

Frequently Asked Questions: ADCOM911 FirstCall System

1) Which jurisdictions are in of the FirstCall ADCOM911 System?

- City of Bennett
- City of Brighton
- Commerce City
- City of Northglenn
- Unincorporated Adams County
- Strasburg (Adams County residents)

2) Do I have to sign up to receive alert calls on my landline at home?

The system is setup to contact home (landline) phone numbers within Adams County but it does not alert cell phones unless you are registered. The system is geographically based so if you want to receive alerts on your cell phone for both your home address and work address, you will have to register the same number twice. Register at: <https://alertregistration.com/adamscountyco>



3) Will I receive notifications if my landline is registered on a no call/ no soliciting list?
Yes, you will receive notifications regardless of registration on a no call/ no soliciting list. Phone numbers are pulled from the Century Link and Comcast database and are provided under special contract.

4) What if I only have a cell phone number and no landline?
If you do not have a landline and only a cell phone you are not automatically in the notification system. You will have to personally register your cell phone if you wish to receive alerts. Registering your cell phone is optional although it is recommended to receive important information about emergency situations near work, home, or school. To register go to: <https://alertregistration.com/adamscountyco>

5) What if I just moved into the area?
If you've just moved into the area, the system refreshes its landline lists every 3 months. So after three months you will most likely be registered in the system although, this is no guarantee. It is still a good idea to register your number just to be sure.

6) If I register my cell phone under my home address will I receive alerts if an emergency occurs where I work?
No, you will only receive alerts based on the address your number is registered under. If you'd like to receive alerts based in the area in which you work, you'll need to register your cell phone number again under your work address.

7) What sort of notifications or information will I receive?
Notifications will be based on information from your local Fire Departments, Law Enforcement, Public Safety and Emergency Management Offices. Alerts will include but are not limited to natural disasters, missing persons, shootings, shelter-in-place, evacuations, fires, road closures, etc...

8) Do I have a choice over what type of notifications I might receive?
No, the FirstCall system does not allow for residents to choose what type of notifications they receive.

9) Is my personal information (name, number, address) shared with any outside parties?
No, your information will not be shared or distributed. It will go directly to a secure database which is only accessed by system administrators for emergency notification purposes.

10) What if I have questions about the ADCOM911 FirstCall System?
If you have specific questions about the FirstCall Emergency Notification System please call: 303-288-1535. Please contact your specific jurisdiction if you have questions beyond this article.

**** It is important to note, if you live on the borders of Adams County than you will need to register with the neighboring County's system to receive their emergency notifications.***