

There has been much discussion and some concern regarding the Everbridge Emergency Notification System. For that reason, we thought that it might be helpful to provide some additional information and clarification.

Why – The Commandant of the Coast Guard absolutely sees Auxiliarists as members of the Coast Guard Family. He is absolutely sincere when he calls us Shipmates. That said, he has directed all District Commanders to be able to account for the safety of ALL members for the Coast Guard during major natural or manmade disasters and incidents.

Rear Admiral Neptun has taken this very seriously and has directed CDR Zorman to put in place a system to account for **100%** of the Auxiliary members very quickly.

Solution – We are fortunate to have access to the Everbridge system at no cost. The company has graciously donated the use of the system for free. The system provides quick notification with minimal burden on our volunteer leaders at all levels. As an example, within 5 minutes of a typical broadcast all of our members (almost 3500) have been notified and within 15 minutes, 50% have responded.

How the system works

- The system receives its data directly from AuxData. **It's critical that your phone numbers and e-mail are current in AuxData!**
- When a broadcast is initiated, it will cycle through all of your contact methods until you respond to one of them. Typically, there will be three minutes between each attempt. As an example, the system will try your cell phone, then your home phone, then your e-mail; each about three minutes apart. As soon as you respond to the call by anyone one of the methods, the system confirms your response and the contacts stop. **Don't panic if you miss the first call, you've got another attempt I about three minutes.**
- On all phone calls, you should just need to respond by pressing "1".
- Typically, there are two sets of calls/contacts, each about an hour apart. If you responded to the first cycle, you should not get a second call. **So if you did miss the first cycle, don't panic you'll get a second try.**
- Also remember that if you have an e-mail address in AuxData, you will get an e-mail message. It's the simplest method to respond to, one click and you're done!
- **The system also lets you respond late. If you miss all of the calls, either respond by e-mail or phone.**

Issues

- There have been several incidents where members have gotten a message that asked them to dial an 888 phone number and then type in a long code. This only happens when the system thinks that it has reached an answering machine. If you can get the numbers down that's great (and amazing). If not, wait for the next call or check for an e-mail.

- We know that there have been technical glitches, some technical and some human error. **We are getting those resolved, please bear with us a little longer.**
- **If you have trouble with the system, send an e-mail or call your FC and let them know that you got the message. FCs should send that information up the chain.**

Final Thoughts

Accounting for all members is not optional, it is mandated by the District Commander. With that in mind, Everbridge makes this fairly simple and minimizes the load on our flotilla and division leaders. If you don't respond via the system, they will need to personally call you. Let's make it easy on our volunteer leaders!