

The Village of Rosemont is pleased to announce the launch of the **Connect-CTY®** service, our new city-to-resident notification system. With this service, town leaders can send personalized voice messages to residents and businesses within minutes with specific information about time-sensitive or common-interest issues such as emergencies and local community matters. The **Connect-CTY** service will be used to supplement our current communication plans and augment public safety/first responder services.

Please accept our invitation to participate in this great service. We know that your personal information is important, and rest assured that we would not share it with anyone. If you have **NOT** already received a test phone call from us, or you would like to provide additional contact information, click the **Connect-CTY** image to sign up.

Residents that have non-published telephone numbers will need to register for this service since there is no guarantee that their telephone information is already included in this service.

### **Frequently Asked Questions**

#### **What is the Connect-CTY service?**

The Connect-CTY service allows for the creation and distribution of time-sensitive messages to every telephone number stored in the notification database. With the Connect-CTY service, authorized users can send thousands of messages in minutes. Only authorized officials are allowed access to the system.

#### **What types of messages will be sent using the service?**

Any message regarding the safety or welfare of the Village of Rosemont would be disseminated using the Connect-CTY service.

Examples would include severe weather warnings and updates, hazardous traffic or road conditions in Rosemont or affecting local routes, and any other situation that could impact the safety, property, or welfare of the Village or its residents.

#### **Is my telephone number included in the notification database?**

It is our intention and hope that every residence and commercial facility in our community be included in the notification database. For businesses, we only store one main phone number. For residents, we may have more than one number that belongs to you in the database. Additionally, you may request to have a secondary number be entered into our database for priority calling.

**May I use a cell phone as my notification database listing?**

Yes, we can accept cell phones as secondary phone numbers in the database and encourage you to request that your number be included.

**What precautions are being taken to protect personal information?**

Connect-CTY™ is a service of The NTI Group, Inc. (NTI). We take security and privacy concerns very seriously and our contract with NTI provides for complete privacy of data for the resident. From a technical perspective, NTI utilizes multiple physical and virtual layers of firewalls to maintain data security. NTI only utilizes secure transmissions with its customers. No confidential information is ever transmitted between NTI and its customers except through secure means. Data is hosted in state-of-the-art facilities which require photo identification, thumb-print recognition, keyed access, and are manned 24/7 with full-security personnel. All data is encrypted prior to being placed on tape for offsite storage. NTI also retains an external, independent security firm to perform annual security audits.

**Will there be a way to positively identify incoming calls which are made by Kildeer using the system?**

The caller-ID number for calls generated by the Connect-CTY service will be the same as the Village Information Line number: (847) 823-1134. In addition, every message will begin with the same standard announcement: "Hello, this is \_\_\_\_\_ calling with an important message from the Village of Rosemont." The message content will follow this standard introduction.

**Will the Connect-CTY service work if I have a call screening system on my phone?**

There are several varieties of call screening devices which use differing protocols for screening. In general, the system has been found to work with these devices; but, some may require some type of pre-programming to allow our town's telephone number to pass through. We may conduct periodic test to assure that messages are being delivered to numbers in the notification database.

**If I have provided more than one phone number, when will they be called?**

Should a situation arise that requires us to contact you at multiple phone numbers, we can activate the system to place a simultaneous call to all of your numbers. In most cases, we will be sending calls only to one phone number.

**My primary phone or my second listing is a cell phone with a non-local area code. Will the Connect-CTY service call numbers outside the area?**

Yes. The area code does not impact whether or not a call is made.

**How does the Connect-CTY system 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 message recorder, 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 am receiving town notification calls at my fax or my secondary phone line. Can I switch to have the system call my primary phone number?**

Yes. Please contact 911 Coordinator James O'Toole at (847) 823-1134, extension 305 or by email at [coordinator911@rsmt.net](mailto:coordinator911@rsmt.net) to change the phone number in our notification database.

**I answer the phone but the “Hello” message repeats. It then hangs up, calls back, and the same thing happens again. How can I hear the entire message?**

Repeating or looping of messages happens when the system detects excessive noise in the background. This can be caused by loud radio/television volumes, people talking, or busy traffic noise. When you receive the next call, say “hello” once and turn down the volume of your radio/television or press the mute button on your telephone to allow full message delivery.

If you still have questions regarding this system, you are encouraged to contact 911 Coordinator James O’Toole at [coordinator911@rsmt.net](mailto:coordinator911@rsmt.net) or by telephone at the Public Safety Department, (847) 823-1134, ext. 305.