



Logan County ALERT

Emergency Notification System Frequently Asked Questions

Logan County ALERT is an Emergency Notification Service for Logan County residents. The Logan County Emergency Management Agency (EMA) has contracted with the Asher Group for access to the Hyper Reach Emergency Notification System. This document presents information about the system and addresses common questions.

What is Logan County ALERT?

Logan County ALERT uses the Hyper Reach System, which is a high-speed telephone service that allows Logan County to provide mass notification of emergency conditions and significant events directly to citizens when timely notice is essential.

How does Logan County ALERT work?

The system delivers a message to phone numbers that are registered in the system. Emergency Management officials access Hyper Reach and set up each alert specifically for the area to be notified. Telephone numbers will be matched electronically to the affected addresses and a customized message will be recorded with information about the incident and instructions for action to be taken.

If necessary and appropriate, an all-clear message will be sent indicating that the situation has been resolved.

Under what conditions will Logan County ALERT be used?

Examples of times when the ALERT system could be utilized include, but are not limited to: Evacuation, Shelter in Place, Floods, Chemical Spill or Gas Leak, and for provision of important Community Alerts during and after an emergency. Weather Alerts for Tornado Warnings are now available, but will only be sent to residents who have requested them during registration.

Is Logan County ALERT the only means of notification?

No. The ALERT system is only part of the notification process. Other tools include local radio and newspaper outlets, National Weather Service All-Hazard Radio, and the Emergency Alert System (EAS).

What do I have to do to receive this benefit?

Basic telephone and cable telephone listings for Logan County addresses have been preloaded into the system by the Asher Group.

Please do not assume that your telephone number is included. To ensure that you receive Hyper Reach alerts, residents need to register their name, telephone number, and address through one of the following processes:

1. Fill out a paper registration form and return it to the Logan County EMA Office. Forms may be requested by calling 937-593-5743 or sending an e-mail to ema@co.logan.oh.us
2. Complete the registration process on-line by clicking this link: [Logan County ALERT / Hyper Reach](#) or going to the Logan County Website Homepage at www.co.logan.oh.us

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What should I do if I receive a Logan County ALERT message?

- Listen Carefully
- Follow Instructions
- Do not hang up until you hear the whole message
- DO NOT call 9-1-1 unless instructed to do so (You will only tie up emergency lines)

What does a Logan County ALERT message sound like?

The message will begin with the statement “***This is a Logan County ALERT! The _____ (agency addressing the situation)...***” The rest of the message will provide information about the situation including how and if people need to respond. Residents may be directed to turn to a local radio station, or be provided with a phone number to call for updates and additional information.

Important notes:

If you have caller ID installed on your phone, the Hyper Reach call may display as an "unknown caller", however, the number will be **937-398-1734**. Please make a note of this and do not disregard calls from this number!

The Hyper Reach system will record messages to voicemail and answering machines.

When there is no answer at a telephone number, Hyper Reach will attempt to deliver the message three times.

What should I do if I don't receive a message?

It is possible that your area of the community may not be affected; therefore you may not receive a call even if it's only a block away.

If you are in the affected area and did not receive a message, it is possible that your phone number and address are incorrectly matched, or are not even in the system. We encourage all residents to register their phone and current address in advance as described below.

What if I have an unlisted number or use a cell phone?

Individuals who have unlisted phone numbers, those who have changed their phone number or address within the last few months, and those who use a cellular phone as their home phone must register in order to receive Logan County ALERTS as this information is not included in our upload of basic and cable phone data.

What if I have Special Needs or use TDD/TTY?

If residents have special needs or use TDD/TTY capabilities, you will be able to check a box on the registration form to indicate such needs. Special needs will be by check box only and kept confidential.

What if I don't want to be notified?

Individuals will have the opportunity to opt-out of the notification system if you do not want to be notified of emergencies in your area. You must complete a “**DO NOT CALL**” form, which you can obtain from the link above or by calling the Logan County EMA Office at (937) 593-5743.

How much does it cost?

There is no charge to residents to register or receive a call. The Logan County Emergency Management Agency pays an annual contract cost to secure access to the service.