



What is Everbridge?

Everbridge is Anderson County's official emergency notification system. It sends urgent alerts to residents through **text message, phone call, email, and the Everbridge mobile app**. It helps ensure the community receives timely information during emergencies and important public safety events.

Why does Anderson County use Everbridge?

Everbridge allows emergency management, law enforcement, fire departments, utility partners and other emergency services to quickly notify the public about hazards, disruptions, and protective actions. It improves community readiness and reduces response time during critical incidents, ensuring safety information is given when seconds count.

What types of alerts can I receive?

Residents may receive notifications about:

- Severe weather warnings
- Road closures or traffic hazards
- Utility interruptions (water, power, gas)
- Burn bans and fire danger updates
- Public safety incidents
- Community-wide emergency instructions
- More may be added as needed

How do I sign up?

You can enroll by:

- Visiting the Anderson County's Everbridge registration page
- Scanning the QR code on county posters or social media
- Downloading the **Everbridge App** and selecting Anderson County Enrollment takes only a few minutes.

Can I choose which alerts I receive?

Yes. Everbridge allows you to **customize your notification preferences**, including:

- Alert types (weather, road closures, utilities, etc.)
- Preferred contact methods
- Quiet hours
- Specific locations (home, work, school)

Do I need the mobile app?

No — but the app provides additional features such as:

- Faster push notifications

- Location-based alerts
- Easy preference updates
- Access to past messages

Will my information be kept private?

Yes. Everbridge does **not** sell or share your personal information. Your contact details are used only for official county notifications and emergency communication.

What if I don't receive alerts?

Try the following steps:

- Confirm your contact information is correct
- Check spam/junk folders for email alerts
- Ensure your phone is not blocking unknown numbers
- Reinstall or update the Everbridge app If issues continue, contact Emergency Management for assistance.
- You may not be inside the selected area (see polygon information below)

How much does Everbridge cost?

Everbridge is **free** for all Anderson County residents.

Who sends the alerts?

Authorized personnel from:

- Anderson County Emergency Management
- Local law enforcement
- Fire districts
- City of Garnett
- Anderson County departments
- Utility partners (when applicable)
- National Weather Service

Why did I get the same alert twice?

Certain law enforcement alert types overlap across agencies — such as areas to avoid, active shooter updates, lockdowns, missing persons, and subjects at large. Because multiple public-safety groups may send verified information about the same incident, Everbridge may deliver the alert more than once.

While duplicate alerts can be unexpected, receiving critical safety information twice is always better than not receiving it at all. These alerts are sent with urgency and caution to ensure you have the information you need to stay safe.

What is a Polygon?

A polygon is a computer-drawn shape that shows the precise area under threat during severe weather or specific incident. Instead of warning an entire city or county, a polygon around the projected path or affected area.

Why Does This Matter for Everbridge Alerts?

Everbridge receives these polygons directly from the NWS for storms and can be drawn by partners needing to alert only a specific area. If your home, workplace, or any location you've added in Everbridge falls inside the polygon, you will receive the warning — even if other parts of the county are not affected.

Benefits of Polygon-Based Alerts

- More accurate warnings — only people in the hazard area are notified.
- Fewer false alarms — residents outside the polygon won't receive unnecessary alerts.
- Better protective action — alerts are tied to the actual tracks, not county borders.
- Supports multiple locations — if you add home, work, school, etc., Everbridge checks each one against the polygon.

Why You Might Not Receive a Weather Alert

You may not get a warning if:

- Your address is outside the polygon, even if it's still within Anderson County.
- You have not added your correct home or work location in Everbridge.
- You disabled certain weather categories in your alert preferences.

Why You Might Receive an Alert When Others Don't

If your location is inside the polygon, you will receive the warning — even if friends or neighbors in another part of the county do not. This is normal and reflects the precision of modern warning systems.

Tip for Best Results

Add all important locations (home, work, school, family residences) to Everbridge. The system checks each one against the polygon to ensure you receive alerts where they matter most.

Who can I contact for help?

Anderson County Emergency Management
Sarah Wilper – Burkhardt, Director
Office: 135 East 5th Ave ~ Garnett, KS 66032
Phone: 785-448-6797 or 785-822-8584
Email: shulcy@andersoncountyks.org