

Reverse911® Program

Reverse 911®.

Frequently Asked Questions:

Q: Don't you already have my phone number?

A: If you have "landline" service, yes: We have both listed and unlisted, business, and residential phone numbers within the City of Rocklin. Our database is managed quarterly by AT&T, which consolidates customer address information of all landline telephone service providers in the Rocklin area. If you are a "landline" customer of AT&T, Verizon, or Frontier, no action is required.

If you have digital or internet telephone service, check with your phone provider to see if they are "E911 compliant" and that your account information is current. If they are not "E911 compliant," you may add your telephone number to the "Voice over Internet Protocol/Secondary number" field or the "Primary Phone Number" field on the Self Registration Portal.

Q: Can my phone number be associated with multiple locations?

A: Unfortunately, no. The Reverse 911® system does not allow a phone number to be associated with more than one address in the Rocklin database. The most recent address change to the phone number will be the one called.

Q: Is it "safe" to provide my phone number online? Will it be used for any other purpose?

A: Your number is only used for emergency notifications or important public service announcements like road closures or alternate traffic routes due to emergencies. Your number is retained locally, only. We do not sell or distribute any of your information for any purpose, and do not contact you for any purpose not directly related to providing public safety information.

Q: I have call screening/interception to discourage telemarketers. Will I receive a message?

A: It depends. The Reverse 911® caller ID displays as "UNKNOWN." If your telephone setup blocks, electronically fools, or intercepts a caller or requires acceptance of a call, the Reverse911® system may not be able to get through to you. During a community disaster, please consider disabling such blocking.

Q: I live in a remote area. Will I be notified of emergencies?

A: Emergency notifications are usually geographically based. You can use the [Self Registration Portal](#) to ensure your address is correct. PO Boxes will not work for Reverse 911® service.

Q: I did not get called during a recent event. How can I be sure my information is correct?

A: Using the [Self Registration Portal](#), ensure your address is correctly reflected in the database.

Q: Will I receive messages if my power goes out?

A: If your telephone is "corded," meaning a land-line telephone, yes. If you have a cordless phone, it will work as long as the base unit has battery or backup power. If you are using a cell phone, your cell tower may be affected.

Q: Can I add more than one cell phone number to my address?

A: Yes, you may.

Q: Which Internet Browser should I use to access the Self Registration Portal?

A: You may use any of the following Internet Browsers to access the Self Registration Portal. It is recommended if you experience technical difficulties such as "invalid address" that you utilize a different Internet Browser than your current default. Try using; Chrome, Fire Fox, Internet Explorer or Safari

Q: How is Reverse 911 different from the Rocklin Alert Network (Citizen Observer)?

A. The Rocklin Alert Network "RAN" is an "opt-in" service provided by the Rocklin Police Department for email and text message notifications related to crime activity and crime prevention. The RAN provides time-sensitive news and information to citizens based on their nearest Neighborhood Watch Group or police patrol sector within the City.

Reverse 911 allows the Rocklin PD Communications Center to send out pre-recorded emergency messages to home telephones in a specific geographic area. Reverse 911 might also be used by the local, regional or State Emergency Operations Center (EOC) to send out messages during an actual emergency.

Reverse 911 Registration allows you to "opt-in" to associate your home address with your cellular phone or VOIP (Internet phone) service, usually when you don't use "plain old telephone service" from the phone company. Registering allows us to include cell your cell phone or VOIP when we send an emergency message to your area.

You don't need to register in order to call 911 from cellular or VOIP phones.