

OFFICE OF EMERGENCY MANAGEMENT



City of Dallas



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MANAGEMENT

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Reverse 911

The City of Dallas Reverse 911 Emergency Notification System is used to rapidly send telephone notifications to residents and businesses in an affected area in the event of an emergency.

How It Works: The system will automatically call listed and unlisted telephone numbers (including TTY/TDD) within the area affected by the emergency and deliver a recorded message. If phone lines are busy, the system will attempt to redial those telephone numbers to make contact. If an answering machine picks up the call, the emergency message will be left on the machine. The City of Dallas assumes no responsibility if an emergency message cannot be delivered or is not received. Cellular phone numbers are not automatically included in the system database, nor are Voice over IP (VoIP) phone systems.

How to get Reverse 911 to call your cellular phone or VoIP: Reverse 911 can call your cell or VoIP phone, but you must register these phone numbers.

Please note: the service being offered is for Dallas (city) residents and businesses ONLY.

Register cell and VoIP phones online: <https://reverse911.dallascityhall.com>

The information provided will only be used in the event of an emergency and not released to any third party.

Dallas' comprehensive emergency warning system: Reverse 911 is used in conjunction with other notification and alerting tools, recognizing that no single tool will provide warning to all citizens in all situations. Reverse 911 is one component of the overall comprehensive emergency warning system and should not be seen as the only means of emergency notification. For more information on the City of Dallas warning systems, please visit the Office of Emergency Management's web page: <http://www.dallascityhall.com/oem/index.html>