

INTERACTIVE VOICE RESPONSE (IVR) SYSTEM Fact Sheet



The Province has enhanced its capability to quickly inform coastal communities of a potential tsunami threat with a new computer-driven telephone communications system.

This state-of-the-art technology uses software that can send tsunami notification messages at top speed by telephone and fax to local governments, local emergency officials, police and fire departments and the media.

The web-based Interactive Voice Response (IVR) system is provided by Telus.

When there is critical emergency information to be issued, the Provincial Emergency Program will use the IVR system to contact communities at risk so local emergency officials will be able to react quickly to ensure the safety of people.

Features of the IVR system:

- the system can place approximately 125 calls in 7 minutes - delivering a 30-40 second message;
- it has the capability to place thousands of calls per hour in the event of an emergency;
- messages can be pre-recorded and stored digitally; and
- messages can be updated or new ones created “on-the-fly”

Once the message goes out, the system allows the message sender to view status reports to determine who received the message. It will quickly identify locations that did not receive a phone call so that secondary contacts can be notified. It will inform on other call details such as exact time that a designated community emergency officials was called.

The IVR system is an all-hazards system and PEP intends to expand its use for other emergency notification situations and events.

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