



Frequently Asked Questions

What is Reverse 911?

Reverse 911 allows the Missoula County 911 Center to notify citizens of emergency events occurring in their specific area.

How do I add my phone number to the Reverse 911 system?

Visit the website <https://missoula.onthealert.com> and follow the prompts.

Don't you already have my phone number?

Currently local phone companies, such as Blackfoot Telephone and Qwest, provide landline phone numbers to the Reverse 911 system. If you are concerned that we may not have your home phone number in the system we encourage you to register your landline number.

Should I register my cell phone for Reverse 911?

Yes, especially if you don't have a landline and rely solely on a cell phone. Registering your cell phone gives the Reverse 911 system the ability to contact you in case of an emergency near your residence.

Does it cost anything to use Reverse 911?

No. Citizens are not charged to receive emergency notifications through Reverse 911. Normal cell phone air time charges may apply.

Who has authority to use this system?

The City of Missoula Police Department, the Missoula County Sheriff's Office and local fire departments can all request citizens be notified of emergency events such as wildland fires, gas line ruptures, and evacuations near their residences.

What if my family has more than one number it wants to register?

You can register as many phone numbers as you'd like. Each number will be called when the Reverse 911 system is activated for your area.

Why is there an "Opt Out" date? What should I put in there?

The "Opt Out" date allows people to opt out of receiving alerts after a certain date. Missoula has a large university community and this gives students the chance to opt out at the end of a semester. If you plan to reside in the same home indefinitely you can enter a date many years in the future.

If I'm contacted through Reverse 911, what will appear on my caller ID?

The number 258-3976 will appear on your screen. You can save this number as "Reverse 911" in your contact list.