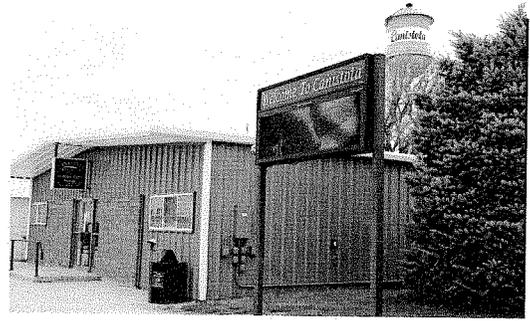


# City of Canistota

228 Main Street \* PO Box 67 \* Canistota, SD 57012  
Office phone: 605-296-3551  
Email: [canistotasd@unitelsd.com](mailto:canistotasd@unitelsd.com) \* Website: [canistotasd.com](http://canistotasd.com)



Dear Resident,

The City of Canistota would like to enhance communications between the City and residents. The City of Canistota is instituting a telephone and text message broadcast system that will enable City personnel to notify residents and households within minutes of an emergency in the City or a snow event that results in the issuance of a snow alert. This system will also be used to notify residents of a water main break in their neighborhood. The service may also be used to communicate general announcements or reminders. This service is provided by BrightArrow Technologies.

When used, the service will simultaneously call or text the phone numbers in the City's data base. The service will deliver the message to both live answer and answering machines and via text message. Unanswered and busy signals will be automatically retried twice in 30 minute intervals after the initial call.

How the detection works:

1. The system calls your phone and starts speaking immediately when you answer.
2. By listening while it is speaking, the system decides whether it thinks it has reached a live person or voice mail. So the system knows you are a live person, you simply say, "Hello" and then be quiet to hear the message.
3. If the system is not sure whether a live person was reached or voice mail, the system must allow for the possibility that it might be voice mail so it stops the audio upon hearing sound and starts it up again upon hearing silence, that way, it will reliably leave a full message on a voice mail or answering machine.
4. At any time during the message, you may press the Star key on telephone to repeat the message in its entirety.

If you would like to receive these notifications, please call City Hall at 605-296-3551 to update your desired phone number to receive a notification from the City. You can also email me at [canistotasd@unitelsd.com](mailto:canistotasd@unitelsd.com). If you would have any questions or concerns, don't hesitate to contact me. Thank you for your cooperation in helping the City set up this message notification system

Respectfully

Kathy J. Townsend  
Finance Officer