



City of Bixby Blackboard Connect Program Frequently Asked Questions

What is the Blackboard Connect service?

The Blackboard Connect service allows authorized city leaders to create and rapidly release time-sensitive messages to every telephone number stored in the notification database. With the Blackboard Connect service, authorized users can send thousands of messages in minutes. Only authorized officials are allowed access to the Blackboard system.

How does the service work?

Authorized officials compose and record a voice, email, and text message. That message is then delivered to individual telephones, cell phones, and email-receiving devices.

What types of messages will be sent using the service?

Any message regarding the safety or welfare of our community would be released using the Blackboard Connect service. Examples include hazardous traffic or road conditions inside the city or affecting local routes, water service interruptions, and any other situation that could impact the safety, property, or welfare of our citizens.

Does the Blackboard Connect Service replace other systems that have been used to provide time-sensitive information to residents?

This system is a significant addition to existing means of communication and is supplemental to, not a replacement for, the systems you may be currently using. Also, TV, radio and our city website will continue to broadcast important announcements.

Is my telephone number included in the notification database?

It is our intention and hope that every residence and commercial facility in our community be included in the notification database. For businesses, we only store one main phone number. For residents, we may have more than one number that belongs to you in the database. Additionally, you may request to have a secondary number (such as a cell phone) be entered into our database for priority calling.

What if I don't have a land-line phone?

Many people do not have land-lines and will not be in our system on day one. Most people with land lines also have mobile devices on which they increasingly rely in order to stay informed. For those reasons, we strongly recommend each family enroll their mobile devices into our new Blackboard Connect emergency notification system, for their own safety and peace of mind. It's simple to do. It's free. It's secure. And it's in everyone's interest to be connected.

Can I opt-out of the Blackboard Connect Service?

Yes. You may opt out of the City of Bixby's Blackboard Connect service by calling the toll-free Blackboard Connect Customer Service Number at 1-800-914-1817. Blackboard Connect Customer Service representatives will take your information and assist you.

08-09-13 UPDATE: The City of Bixby has suspended the automated severe weather advisories feature of its Blackboard Connect service, pending further review. We urge citizens to continue to remain opted-in to the program for the time being to ensure they receive important non-weather emergency information and important community announcements. Thank you for your understanding and patience.