Emergency Notification System - Frequently Asked Questions

The Village strives to provide specific and timely information to the residents and businesses during emergency events.

Blackboard Connect ® is the Bannockburn's Village-to-Resident communications service. With Blackboard Connect®, the Village can send periodic and personalized voice, text, or e-mail messages to residents and businesses within minutes. Blackboard Connect ® is used to complement Bannockburn's emergency preparedness procedures and to alert residents about pressing and important issues during emergencies and community situations. With this service, all resident information is kept confidential and only authorized users can send messages or access the system and database.

What is the Blackboard Connect service?
The Blackboard Connect® service allows authorized Village and Police personnel to create and rapidly disseminate time-sensitive messages to telephone number and emails in the notification database.

What types of messages will be sent using the service?
Any message regarding resident safety or welfare may be disseminated using the Blackboard Connect ® service. Possible notification messages could be for severe weather warnings, hazardous road or traffic conditions, emergencies requiring shut- off of water service, flood response activities and any other situation that could impact the health, safety, welfare and property.

Does Blackboard Connect replace the Village's other communication activities?
The Village uses a variety of communication methods to update residents on emergency events, including: the Bannockburn Byline, regular website updates, emergency warning sirens, and automated telephone calls and text messaging – Blackboard Connect®.

Are my telephone number and email address included in the notification database?
It is our intention and hope that every resident, business, and school in our community be included in the notification database.

Can I use a cell phone number as my preferred notification method?
Yes, we can accept cell phone number in the database.

My primary phone or my second listing is a cell phone with a non-local area code. Will Blackboard Connect ® service call numbers outside the area?
Yes. The area code does not impact whether or not a call is made.

What if I don't have Internet access, I need assistance to sign up and to update my contact information?
If you do not have Internet access, the Village can enter the information for you. Simply contact Village Hall at 847-945-6080 for assistance.

Is there a way to positively identify incoming call made by the Village using the Blackboard Connect ® notification system? The caller-ID number for calls generated by Blackboard Connect ® will be (580) 481-2288. Additionally, every message will begin with the standard introduction: "*Hello, this is an important message from the Village of Bannockburn.*" The message content will follow this standard introduction.

What precautions are being taken to protect personal information?
Blackboard Connect® is a service of The NTI Group, Inc. (NTI). NTI takes security and privacy concerns very seriously and does not sell, trade, lease or loan any data about our clients to any third party.

How does Blackboard Connect ® respond to busy signals or no-answer situations?
For busy signals, the call will be repeated several times attempting to reach you. The same is true for No-answer and Call-waiting. If the phone is answered by voicemail, the message will be left on the voicemail. If, after several attempts the call does not successfully go through, the system will stop attempting to call.

I was not able to listen to the entire call. Is there a way to repeat the message?
Yes, at the end of the message playback, simply press the star (*) key on your telephone to have it repeated in its entirety.

Is there a Blackboard Connect App for my phone or iPad?
Yes, visit the App store to download the App.

Please contact Village Hall with any questions at 847-945-6080.