

**Waterloo, March 30<sup>th</sup> 2020** — The Town of Waterloo announces the launch of the B-Citi citizens' alert platform. The Town will be using this application to send messages and alerts to all residents. In the current context of the Coronavirus pandemic (COVID-19) or any other emergency situation that could arise (a boil-water advisory, earthquake, water main damage, etc.), this application will send citizens a real-time notification on their phone or an email. The messages will contain important information about the emergency measures to take in the situation at hand.

#### **Updating the Town's emergency measures plan and the new application**

The Town of Waterloo updated its emergency measures plan in November 2019. Before the start of the Coronavirus pandemic, the administration had planned to launch the citizens' alert application at the end of March, 2020. In the current context, the Town asks its residents to download this new tool that will be vital in a variety of emergency situations.

Mr. Patrick Gallagher, director of the fire department, announced, "The adoption of the application is part of a wide-reaching emergency preparedness plan which also includes measures for civil security. The current context and the phenomena surrounding climate change serve to reinforce our need to communicate with all citizens, inform them and reassure them in times of crisis. Communication is the key to managing any emergency situation. Whether it's an evacuation, a lockdown, a boil-water advisory or a road closure, this communication tool will help us keep residents safe."

#### **Downloading the application**

Citizens can use their smartphone, tablet or personal computer to go to the Town's website ([www.ville.waterloo.qc.ca](http://www.ville.waterloo.qc.ca)). By clicking on the link on the home page, they then choose the type of device they use (Android, Apple/iOS or PC) and download the correct version of the app. They will then need to create an account to receive alerts via notification, text message or email that will contain all the necessary information and the procedure to follow if emergency measures need to be taken.

- **Links to download the Web or mobile application ::**

- Link for the Web application (for a PC)
  - <https://waterloo.b-citi.com>
- Link to the *App Store* (for iOS smartphone) :
  - <https://apps.apple.com/ca/app/bciti/id1084801908?l=fr>
- Link to *Google Play* (for Android phones) :
  - [https://play.google.com/store/apps/details?id=com.wci.android.bciti&hl=fr\\_CA](https://play.google.com/store/apps/details?id=com.wci.android.bciti&hl=fr_CA)

#### **Citizens who do not have mobile phones, computers or Internet access**

For citizens who don't have the devices needed to download the application, we ask that they call Town Hall and leave a message with their first and last name and telephone number, so we can add the information to our database. In the case of an emergency, we will call these people

directly to inform them of the situation. We count on all citizens to pass the message along to members of their network who may not be as comfortable using new technology.

“I am very proud to announce the launch of this new interactive communication tool,” announced Mr. Jean-Marie Lachapelle, mayor of the Town of Waterloo. “It will help speed up the communication of vital information in the event of an emergency, thanks to the notifications that citizens will receive directly on their mobile devices or by email. I invite everyone to create their account as soon as possible and to help anyone in their network who might not be familiar with this kind of technology to create theirs as well.”

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**Source**

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