

Date: Sun, 06 Jun 2004 19:35:18 -0700

To: phone-alert-results@bpaonline.org

Subject: Re: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call

XXX-XXX-XXXX

I received the first message at about 2:45 PM, but it was truncated right after the locations of the sightings. The message was confirmed by a neighbor, who heard the full message.

I received a 2nd message about 3:30 PM, but it also was truncated somewhat later in the message.

I received a 3rd message about 4:15 PM, which appeared to be the entire message.

I listened to all three -- they did not go into an answering machine.

I did not attempt to utilize any special features.

Subject: Re: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call

Date: Sun, 6 Jun 2004 19:49:35 -0700

To: phone-alert-results@bpaonline.org

1. Phone number xxx-xxx-xxxx
2. Approximate time the alert was received. 2:48 pm
3. Was the version you received truncated? no
4. Did you receive more than one alert? no
5. Did you try replaying the message, and did it work? n/a
6. Was the message picked up by your answering machine, or did you listen to it directly? received by answering machine
7. Any other comments or pertinent information. Why was call made so long after sighting(s)?

Date: Sun, 06 Jun 2004 22:51:00 -0400
To: phone-alert-results@bpaonline.org
Subject: Emergency phone call

1. Phone number
2. Approximate time the alert was received. 2:45-3:00
3. Was the version you received truncated? no
4. Did you receive more than one alert? no
5. Did you try replaying the message, and did it work? No
6. Was the message picked up by your answering machine, or did you listen to it directly? Listen
7. Any other comments or pertinent information.

Date: Sun, 06 Jun 2004 20:01:03 -0700

To: phone-alert-results@bpaonline.org

Subject: Re: Please reply to phone-alert-results@bpaonline.org
concerning today's Emergency phone call

1. Phone number xxx-xxx-xxxx
2. Approximate time the alert was received. 3:07 PM
3. Was the version you received truncated? No
4. Did you receive more than one alert? No
5. Did you try replaying the message, and did it work? Didn't try
6. Was the message picked up by your answering machine, or did you listen to it directly? Listened directly
7. Any other comments or pertinent information. Alert was only about two sightings of a wildcat on Hubbart between 8 and 9 AM. Nothing about a sighting in Bol Park.

Date: Sun, 06 Jun 2004 20:08:37 -0700
To: phone-alert-results@bpaonline.org
Subject: Response

We received the alert loud and clear at 3:39 p.m. We were out, so it went on to our SBC answering service, and we listened to it when we returned. We saved it and replayed it twice. Quality was perfect. No complaints at all.

To: phone-alert-results@bpaonline.org
Subject: Phone alert
Date: Sun, 6 Jun 2004 20:13:22 -0700

1. Phone number xxx-xxxx
2. Approximate time the alert was received. 1:30p
3. Was the version you received truncated? YES 2 WORDS
4. Did you receive more than one alert? YES-2
5. Did you try replaying the message, and did it work?
6. Was the message picked up by your answering machine, or did you listen? answering machine
7. Any other comments or pertinent information.

To: phone-alert-results@bpaonline.org
Date: Sun, 6 Jun 2004 20:28:50 -0700

1. Phone number xxx-xxxx
2. Approximate time the alert was received. 2 pm?? after 1:30, before 3:00
3. Was the version you received truncated? Nope -- it worked just fine. Alert followed by whom to contact if you spot an animal followed by safety tips followed by instruction to press something to repeat
4. Did you receive more than one alert? No, I only received one alert (have only one phone number in house)
5. Did you try replaying the message, and did it work? Did not try to replay message
6. Was the message picked up by your answering machine, or did you listen to it directly? Listened to it directly
7. Any other comments or pertinent information. There was the lengthy pause before the message started, making me think it might be a phone solicitor, though I'm not allowed to get those any more (and haven't) so I listened on.

Date: Sun, 6 Jun 2004 23:28:47 EDT
Subject: Phone alert results
To: phone-alert-results@bpaonline.org

We got 2 calls about the sightings, the first about 2:35 was truncated and the second about 3:50 was complete and gave more information.

Date: Sun, 6 Jun 2004 20:33:16 -0700 (PDT)
Subject: phone alert
To: phone-alert-results@bpaonline.org

We were pleased to receive the phone alert and thought it to be an excellent use of the system.

We received the message three times. I don't recall the exact times, but approximately 1:00, 3:00 and 5:00. Our phone number is xxx-xxxx.

To: phone-alert-results@bpaonline.org
Subject: emergency message was fine
Date: Sun, 6 Jun 2004 20:33:10 -0700

I received one message on my voice mail. It wasn't truncated; it was clear, concise, and informative.

Subject: Re: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call

In-Reply-to: Pat Muffler pmuffler@pacbell.net's message of Sun, 6 Jun 2004 19:18:14 PDT

To: phone-alert-results@bpaonline.org

Date: Sun, 6 Jun 2004 20:41:31 PDT

1. Phone: xxx-xxxx
2. Received alert: 3:20pm
3. The message started while the answering machine was giving the greeting, so the date wasn't audible. The message appeared to end prematurely, but it's hard to say for sure.
4. We got one alert message.
6. The message was picked up by our answering machine
7. Comments: It got the point across just fine.

Date: Sun, 6 Jun 2004 20:42:34 -0700 (PDT)

Subject: results

To: phone-alert-results@bpaonline.org

1. Phone number xxx-xxxx
2. Approximate time the alert was received. 3PM
3. Was the version you received truncated? no
4. Did you receive more than one alert? no, only one
5. Did you try replaying the message, and did it work? no
6. Was the message picked up by your answering machine, or did you listen to it directly? listened
7. Any other comments or pertinent information. not very useful to be notified in the afternoon, a few hours too late.

Date: Sun, 06 Jun 2004 20:47:08 -0700

To: phone-alert-results@bpaonline.org

Subject: RE: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call

Date: Sun, 6 Jun 2004 19:49:28 -0700

I believe I received three messages on each of my two phone lines. The first was truncated. The others were complete. All of them came after 2pm, as I recall.

Date: Sun, 6 Jun 2004 20:48:48 -0700 (PDT)
Subject: mountain lion alert
To: phone-alert-results@bpaonline.org

we received three identical messages on our answering machine, plus one message that was cut off after the introduction (it wasn't our answering machine that cut it off -- there were calls after this one).

overall I was under-impressed. one call would have been enough; two are more than enough. the half-call worried me -- what if that had been the only one?

Date: Sun, 6 Jun 2004 20:53:37 -0700 (PDT)

Subject: Phone alert

To: phone-alert-results@bpaonline.org

1. Phone number xxx-xxxx
2. Approximate time the alert was received. 2:20 to 4:30
3. Was the version you received truncated? All three were to differing degrees.
4. Did you receive more than one alert? Yes, 3.
5. Did you try replaying the message, and did it work? No.
6. Was the message picked up by your answering machine, or did you listen to it directly? All three were on my answering machine.

Date: Sun, 6 Jun 2004 21:02:47 -0700
To: phone-alert-results@bpaonline.org
Subject: progress report

xxx-xxxx

We got a call from the PD somewhere between 2-3 this afternoon. After a long pause, the recorded info started, but then it cut itself off after about 3 sentences. I then left the house to go on an errand. When I returned at 5:45pm, there was a message on our machine from the PD. This time the message was complete.

To: phone-alert-results@bpaonline.org
Subject: Phone Alert Message
Date: Sun, 6 Jun 2004 20:08:01 -0800

We received an alert message at about 3:00 this afternoon. Our machine picked it up, and the message seemed complete. We only received one message.

Date: Sun, 6 Jun 2004 21:16:52 -0700
To: phone-alert-results@bpaonline.org

I'm reporting that I did not receive a phone alert this morning. I did have one phone call early this afternoon - when I answered no one was there. My phone number is xxx-xxxx

To: phone-alert-results@bpaonline.org, <bpa@bpaonline.org>
Subject: Emergency Phone System
Date: Sun, 6 Jun 2004 21:12:03 -0700

Kindly read both my messages below

The system needs a major revamp At least one reason for "cut-offs" - the long pause + long message - phone message machines cut-off with this combination. Please explain the reason for using the system 6-8 hours since sighting. Was this a test or a supposed (after no sighting for 6-8 hours) emergency?

To: <pmuffler@pacbell.net>; <bpa@bpaonline.org>
Sent: Sunday, June 06, 2004 4:24 PM
Subject: Re: Emergency Phone System

I have several questions concerning the Barron Park Emergency Message System;

1. If it a true emergency why did it take 6-8 hours to notify residents?
2. Why the *very* long pause before the message? The first time I hung-up thinking it was the usual type of sales message.
3. Sunday morning before 9am is quiet, after that more people are around & a wild animal will return to its current "home". Thus by mid-Sunday afternoon it will not be around where sighted at 8-9am.

I wish the Palo Alto Police *etc.* would take time to learn about our wild creatures & also teach the residents. The last thing we need in this area is a death of a bobcat or another mountain lion or the mauling of a child. I spent a good part of my childhood in rural Africa & look back with pleasure on my contact with wildlife - some very large & dangerous. Please both Police & Residents be careful BUT DON'T OVER REACT

To: pmuffler@pacbell.net
Sent: Friday, June 04, 2004 10:45 PM
Subject: Emergency Phone System

There was a trial run of the system when they first got it, involving Barron Park. I don't think the system worked with the hammer incident. I don't remember what went wrong exactly, but it had to do with a wrong placement of where the incident occurred & drawing a circle from that point. Result the homes at greatest danger got left out & people near Bob Moss got notified, but some bordering the Park did not. The incident was near the top of Strawberry Hill. It was a total mess.

To: "Pat Muffler" <pmuffler@pacbell.net, <bpa-news@bpaonline.org
Subject: RE: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call
Date: Sun, 6 Jun 2004 20:00:39 -0700

FYI, the phone alert I received mid-afternoon from CPA was clear, complete and concise.

Fair questions might be: 1) what if I was not working at my residence today and needed the alert via my cell phone, and 2) can the current telephone notification time for potentially impacted Palo Alto citizens be shortened?

I am forwarding to you my prior email to Doug Moran of BPA, as follows:

I received a CPA police alert phone call this afternoon regarding a potential large cat sighting near Bol Park. Of course, if there were a real sighting there, someone could just go over to James Witt's property to check out the sheep, *etc.*

Doug, may I offer a suggestion? Possibly some animal spotting guidance should be provided by the Palo Alto Animal Control Department. My concern is that we may experience in the near future a potential "epidemic" of reported, suspected "large cat" sightings.

The suggested guidance could include (note than an animal expert needs to verify this):

Mountain Lion: typical body length: 3-4 feet long; typical tail length 2-3 feet long; typical coat color: uniform color ranging from light to dark tan, without spotted fur. Fur length typically is short.

Bobcat: typical body length 2 feet or less; typical tail length: a few inches; typical coat color includes a distinct dark and light spotted (not stripped) pattern. Fur length typically is longer than a mountain lion, but shorter than most domestic cat breeds.

I hope you find this suggestion helpful. Thanks.

To: phone-alert-results@bpaonline.org

Subject: FW: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call

Date: Sun, 6 Jun 2004 21:19:39 -0700

1. Phone number: xxx-xxx-xxxx
2. Approximate time the alert was received. 2:45 pm
3. Was the version you received truncated? yes
4. Did you receive more than one alert? Yes, 2
5. Did you try replaying the message, and did it work? Didn't try
6. Was the message picked up by your answering machine, or did you listen to it directly? Answering machine
7. Any other comments or pertinent information. I appreciated the warning since I have 2 kids and outdoor pets. I was glad that the warning was sent even if the message was not complete.

To: phone-alert-results@bpaonline.org
Subject: CPA phone alert
Date: Sun, 6 Jun 2004 21:21:13 -0700

I received the CPA phone alert this afternoon, directly by phone, not by voice mail. The message was complete and concise.

Regarding your email, residential answering machines often have many problems, such as timing out longer voicemail messages, running out of storage, etc. Such problems are not the responsibility of CPA. Unless you have strong contrary evidence, I strongly suggest that answering-machine related issues are not a relevant issue for CPA.

May I suggest that a more relevant issue is how long it takes for CPA to inform potentially impacted citizens about the alert?

Thanks.

Date: Sun, 6 Jun 2004 21:30:31 -0700 (PDT)

To: phone-alert-results@bpaonline.org

Subject: Re: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call

My wife personally answered the phone call at about 4:00p.m.

There were no problems with the call other than it appeared to be a long time after the sighting.

Date: Sun, 6 Jun 2004 21:31:32 -0700 (PDT)
Subject: Phone Alert Sun 6/6
To: phone-alert-results@bpaonline.org

We were away all day. There was no phone alert message when we returned. It is possible that the system couldn't recognize when it was time to leave a msg. We have had folks complain that they can't leave a msg because our system sometimes defaults to the fax tones.

xxx-xxx-xxxx

Subject: Phone Alert
Date: Sun, 6 Jun 2004 21:31:49 -0700
To: phone-alert-results@bpaonline.org

It worked fine for me (xxx-xxxx). I picked it up and listened to the entire message and did not try to replay. I have a second phone line (xxx-xxxx) which is connected to a fax machine, and that line rang three times.

One suggestion: the use of "Palo Alto Police Department" and "emergency" as soon as I picked up the phone made my heart stop. Suggest "important bulletin" or "alert" or some such; reserve "emergency" for something that requires my immediate action. Thanks.

Date: Sun, 06 Jun 2004 21:55:38 -0700
To: phone-alert-results@bpaonline.org
Subject: phone alert

We got two messages. The phone number given at the end was cut off in the first message. The messages came in the afternoon, rather late if the sightings were at 8 or 9AM.

To: phone-alert-results@bpaonline.org
Subject: alert-results
Date: Sun, 6 Jun 2004 22:17:52 -0700

1. Phone number xxx-xxx-xxxx
2. Approximate time the alert was received.unknown. I was gone a big part of the day - heard the message around 5 p.m.when I came back. The time is not set properly on my machine
3. Was the version you received truncated? no, a woman's voice says something like this concludes the message
4. Did you receive more than one alert? no just one
5. Did you try replaying the message, and did it work? yes
6. Was the message picked up by your answering machine, or did you listen to it directly? by the machine.
7. Any other comments or pertinent information. Seems to work OK. Thanks for checking.

Date: Mon, 7 Jun 2004 01:06:05 EDT
Subject: survey
To: phone-alert-results@bpaonline.org

We received two messages, one about 2:30 p.m. the other about 3:50 p.m. message was clear.

Just thought it odd that the message was sent 5-6 hours after the sighting.

To: phone-alert-results@bpaonline.org
Subject: Today's Emergency phone call
Date: Sun, 6 Jun 2004 22:06:13

I listened to the same message on both my phone numbers (that was not "truncated"): xxx-xxx-xxxx and xxx-xxx-xxxx about 2:30pm. I called some neighbors who had not received the call - they eventually did. Replaying the message worked. Wonder why it took so long between the sightings and the phone call...

Date: Sun, 6 Jun 2004 21:19:54
To: phone-alert-results@bpaonline.org
Subject: My response: PAPD emergency phone call

1. Phone number xxx-xxx-xxxx
2. Approximate time the alert was received. 3 p.m. exactly
3. Was the version you received truncated? No (had to look up truncated)
4. Did you receive more than one alert? No
5. Did you try replaying the message, and did it work? Yes (but that will vary depending upon answering machines) -- why ask that one?
6. Was the message picked up by your answering machine, or did you listen to it directly? Answerng machine
7. Any other comments or pertinent information.

We received the message after xxxx took our dog to Bol Park for a walk/run about 1:30 p.m. Great emergency system! (sarcasm)

Also, I understand that folks on Matadero didn't receive the message. They are closer to Bol Park than we are on the corner of Barron Avenue & La Donna. One of the donkey handlers (donkey pasture is adjacent Bol Park) knew about the alert but went to feed the donkeys in Bol Park anyway this afternoon. At least he had the choice, having heard it elsewhere than on his telephone!!

Date: Sun, 6 Jun 2004 22:34:26 -0700 (PDT)
Subject: Barron Park phone alert system 6/6/04
To: phone-alert-results@bpaonline.org

We did receive the full message today on our answering machine (xxx-xxx-xxxx) warning re cat sightings, and only received it once. It was clear, and we appreciated it. I would say we received it between 2:00 and 3:00 p.m. Thank you.

Date: Sun, 06 Jun 2004 22:51:37 -0700
To: phone-alert-results@dougmoran.com
Subject: notifications

1. Phone number xxx-xxx-xxxx (Street Address)
2. Approximate time the alert was received. 1 at 4:15pm; 2 at 4:45pm
3. Was the version you received truncated? 1 was complete. 2 was truncated at "if you see a large cat"
4. Did you receive more than one alert? yes, two.
5. Did you try replaying the message, and did it work? Tried replaying first message, but it disconnected after the preamble (before it reported the times of the sightings).
6. Was the message picked up by your answering machine, or did you listen to it directly? Listened to directly.

To: phone-alert-results@bpaonline.org
Subject: BP phone alert
Date: Sun, 6 Jun 2004 22:52:30 -0700

1. Phone number: xxx-xxx-xxxx
2. Approximate time the alert was received. Message left around 2:30 PM
3. Was the version you received truncated? No
4. Did you receive more than one alert? No
5. Did you try replaying the message, and did it work? Message on voicemail (replayed from there)
6. Was the message picked up by your answering machine, or did you listen to it directly? Message on voicemail
7. Any other comments or pertinent information. Any idea why the messages came so long after the incident?

To: <phone-alert-results@bpaonline.org
Subject: FW: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call
Date: Sun, 6 Jun 2004 23:11:17 -0700

Phone#1: xxx-xxxx

Time unknown; rec'd complete message (listened directly) once.

Phone#2: xxx-xxxx

Times approx. 1:30, 2:30, 2:45, 3:45(?) *i.e.* at least 3 identical alerts; first message slightly truncated (listened directly).

Comment: I was happy to have evidence that we are listed, but agree that the intent of protecting the public is negated by such a long delay from event to notification. I would have liked an email confirmation to supplement the phone call.

Date: Mon, 7 Jun 2004 02:16:33 EDT
Subject: Response to phone alert
To: phone-alert-results@bpaonline.org

1. Phone number: xxx-xxxx
2. Approximate time the alert was received: Believe around 2:20 PM
3. Was the version you received truncated? Yes - at the beginning
4. Did you receive more than one alert?: Yes. First one had long pause, started, then hung up. Second one had long pause, then the whole message
5. Did you try replaying the message, and did it work?: Didn't try.
6. Was the message picked up by your answering machine, or did you listen to it directly? Picked up by my answering machine.
7. Any other comments or pertinent information: I think it would have been informative to hear exactly what areas this message was being sent to: Barron Park, Ventura, *etc.*, if possible. My neighbor left a voice mail thinking she was the only one called - but then she's not really up on the whole system - so don't know if that's an anomaly or not.

To: phone-alert-results@bpaonline.org
Subject: report
Date: Mon, 07 Jun 2004 06:37:40 +0000

1. Phone: xxx-xxxx
2. 3 alerts: 3:24pm 4:14pm 4:43pm
3. message 1 & 2 was very truncated (both the beginning & end of message was missing) message 3 was OK although the beginning of the message appeared to be still missing -- message started "unclear at this point whether second sighting was a bobcat" -
- but then went on to give enough information for the event to be deciphered and also included instructions on who to call on what to do when you see a mountain lion
4. see item 2. -- (3 messages were received)
5. n/a
6. all 3 messages were picked up by the answering machine

To: phone-alert-results@bpaonline.org
Date: Sun, 6 Jun 2004 23:47:19 -0700
Subject: Response

The message was clear and concise, except it cut off at the point where the number was to be given for reporting a cat sighting.

PS: Frankly, I am skeptical. While I understand the need for the alerts and for caution, doesn't it seem strange that lion or bobcat sightings, which have been exceedingly rare, even in Foothill Park, no less downtown, until lately, where they seem to be popping up all over town. People need to be educated. These wild animals do everything they can to avoid human contact, so getting to see one in the wild is a rare privilege. I am wondering how many of these reports are the result of hysteria. - maybe a large Golden Retriever or similar pet animal, or even shadows in the shrubs. The difference between a bobcat and a mountain lion is considerable. The public might be served if the local papers started publishing colored photos of these animals, seen from different angles, so people would learn to recognize them. If hysteria sets in, we will soon have people trying to take matters into their own hands and trouble will then follow. I had hoped Palo Altans would be cooler than seems to be the case. Remember the Black Mamba scare?

Has anyone checked with the police department to see what they consider a "sighting"? Do they get a complete description, do they talk to the reporter at length etc. I hope they are not just taking any call in and then rushing to put us on alert.

To: phone-alert-results@bpaonline.org
Subject: Our experience
Date: Mon, 7 Jun 2004 06:45:03 -0700

Two phones xxx-xxxx and xxx-xxxx. To xxxx phone, message recorded, slightly truncated, but all essential information there (approx. 2:00).
Later call received in person (approx. 3:30), complete. Third call received, but hung up, a little later, perhaps 4:00.
To xxxx phone, received at 2:45, recorded, complete, second call, about 3:45, received in person, complete. Did not try to replay.

Date: Mon, 07 Jun 2004 07:50:47 -0700
To: phone-alert-results@bpaonline.org
Subject: emergency phone call

1. Phone number xxx-xxxx
2. Approximate time the alert was received. Mid (?) afternoon
3. Was the version you received truncated? I picked up the phone, said "hello" three times, with a pause between each. There was no sound, so I hung up.
4. Did you receive more than one alert? No
5. Did you try replaying the message, and did it work? There was no message to replay.
6. Was the message picked up by your answering machine, or did you listen to it directly? I answered the phone. The message did not play.
7. Any other comments or pertinent information.

To: phone-alert-results@bpaonline.org
Subject: Phone Alert worked fine
Date: Mon, 7 Jun 2004 07:57:52 -0700

The system worked fine for us. We received calls on both of the lines in our house. I can't remember the exact time.

Date: Mon, 7 Jun 2004 08:01:30 -0700
Subject: response
To: phone-alert-results@bpaonline.org

appreciated the warning but it was hard to understand the street name
in the message--no complaints that there was a phone call to let us know!

Date: Mon, 7 Jun 2004 11:08:07 EDT
To: phone-alert-results@bpaonline.org

1. Phone number xxx-xxxx
2. Approximate time the alert was received. ????
3. Was the version you received truncated? NO (ALTHOUGH HOW COULD YOU KNOW, UNLESS IT WAS CUT OFF MID-SENTENCE?)
4. Did you receive more than one alert?
5. Did you try replaying the message, and did it work? NO
6. Was the message picked up by your answering machine, or did you listen to it directly? ANSWERING MACHINE
7. Any other comments or pertinent information. I THINK IT'S RIDICULOUS TO USE THE EMERGENCY ALERT SYSTEM FOR A BOBCAT

Subject: emergency alert

Date: Mon, 7 Jun 2004 08:26:32 -0700

To: phone-alert-results@bpaonline.org

1. Phone number – xxx-xxxx
2. Approximate time the alert was received. Sunday morning
3. Was the version you received truncated? 1st truncated, 2nd and 3rd were full, identical messages
4. Did you receive more than one alert? 3
5. Did you try replaying the message, and did it work? weren't home
6. Was the message picked up by your answering machine, or did you listen to it directly? answering machine
7. Any other comments or pertinent information.

To: phone-alert-results@bpaonline.org
Subject: phone alert on Sunday, 6/6
Date: Mon, 07 Jun 2004 16:17:03 +0000

We got three phone calls that were answered directly:

At 2:33, I picked up the phone too late, but the message did not go to the answering machine.

At 3:46, and 4:26, the messages were complete, not truncated, and we did not try the replay option. It was nice to get the alert.

Date: Mon, 7 Jun 2004 09:18:54 -0700
To: <phone-alert-results@bpaonline.org

1. Phone number - xxx-xxxx
2. Approximate time the alert was received. - 2:30-2:45 ??
3. Was the version you received truncated? - NO
4. Did you receive more than one alert? - NO
5. Did you try replaying the message, and did it work?
6. Was the message picked up by your answering machine, or did you listen to it directly? - ANSWERING MACHINE
7. Any other comments or pertinent information. - Could not understand the NAME of the street given (and wouldn't have known where it was exactly, anyway). I did understand BOL PARK, though!

Date: Mon, 07 Jun 2004 09:25:46 -0700
To: phone-alert-results@bpaonline.org
Subject: Phone Alert Response

1. Phone number xxx-xxxx
2. Approximate time the alert was received. 2:30 pm
3. Was the version you received truncated? all of them were *badly* truncated
4. Did you receive more than one alert? at least four and maybe five between 2:30 and perhaps about 4:00? As they were all truncated, I gave up counting!
5. Did you try replaying the message, and did it work? The message never got to where I may have been able to replay. Was that part of the system ???
6. Was the message picked up by your answering machine, or did you listen to it directly? My voice mail was on between about 12:30 and 2:30. None were picked up by my voice mail. I picked up directly the ones issued about 2:30 and later.
7. Any other comments or pertinent information.

Absolutely!!!! Why, oh why, was the alert delayed for some six hours???

Especially on a Sunday with nice weather when my grandchildren and their dog could well have been on the bike path and at the park!!!!

Looks like we need some "fine tuning"!!

Date: Mon, 7 Jun 2004 09:26:26 -0700 (PDT)
Subject: Phone Alert message
To: phone-alert-results@bpaonline.org

We received the entire emergency message just fine and only received one message. I imagine your message could have been truncated by your message recorder, as the message was fairly long.

Date: Mon, 07 Jun 2004 09:28:40 -0700
To: phone-alert-results@bpaonline.org
Subject: Alert system

My phone # is xxx-xxxx and I actually picked up the call myself. I was called just once and it sounded fine. I believe I received it mid afternoon, which seemed kind of late, if the sightings were around 8-9am

To: phone-alert-results@bpaonline.org
Date: Mon, 7 Jun 2004 09:35:57 -0700

1. Phone number xxx-xxxx, xxx-xxxx
2. Approximate time the alert was received. Mid afternoon, but I didn't check the time
3. Was the version you received truncated? No
4. Did you receive more than one alert? One on each of two phones
5. Did you try replaying the message, and did it work? Didn't try.
6. Was the message picked up by your answering machine, or did you listen to it directly? Listened directly.
7. Any other comments or pertinent information. I'd like the system used for an "all clear" when the danger has passed.

To: phone-alert-results@bpaonline.org
Subject: Phone Alert
Date: Mon, 7 Jun 2004 09:30:38 -0700

We, too, received three calls, the first two were "truncated" but the third contained the whole message. We picked up the calls. Didn't keep track of the message time but the first was mid morning, the second perhaps several hours later and the third mid afternoon.

It looks like there needs to be some "fine tuning" of the system.

XXX-XXXX

Date: Mon, 7 Jun 2004 10:14:11 -0700 (PDT)
Subject: Alerts
To: phone-alert-results@bpaonline.org

Phone number: xxx-xxxx

We received a phone message and an e-mail re: the wild animal sighting. The e-mail message was truncated, but contained enough information to know what was going on. I checked phone messages at 4:30. I think the message was recorded about 2 or 2:30.

Date: Mon, 07 Jun 2004 12:06:35 -0700

To: phone-alert-results@bpaonline.org

1. Phone number xxx-xxxx
2. Approximate time the alert was received. mid-afternoon
3. Was the version you received truncated? 1)yes; 2)no.
4. Did you receive more than one alert? 2
5. Did you try replaying the message, and did it work? didn't try
6. Was the message picked up by your answering machine, or did you listen to it directly? listened directly
7. Any other comments or pertinent information.

The message made good sense to me.

To: phone-alert-results@bpaonline.org
Date: Mon, 7 Jun 2004 10:19:34 -0700
Subject: truncated msg

We rcvd truncated msg that ended right after "between 8 and 9 a.m. ..."

Date: Mon, 07 Jun 2004 10:37:45 -0700
Subject: Feedback for Sunday alert
To: <phone-alert-results@bpaonline.org>

We rec'd two phone alert calls, one around 3 and a second around 4pm. The message was truncated, mother picked up directly.

xxx-xxx-xxxx

Date: Mon, 7 Jun 2004 13:47:41 EDT
Subject: RE: Mt Lion Alert
To: phone-alert-results@bpaonline.org

I got a phone call from the Palo Alto Police Dept and was very pleased with it. I live in Barron Park very close to Bole Park and the creek. The donkeys are on the creek so how can they be protected ?

I am pleased that we have an emergency system working for us.

Date: Mon, 7 Jun 2004 14:13:13 EDT
Subject: 6/6 Phone Alert
To: phone-alert-results@bpaonline.org

Following are answers to your questions regarding yesterday's phone alert:

1. Phone No. is xxx-xxx-xxxx
2. Received the first msg. at approx. 4PM
3. The message was truncated
4. I received a 2nd complete alert message at approx 6:30PM
5. I did not try to replay the first msg., since the line went dead
6. I listened to the message directly.
7. The time between the sightings and the first msg seems somewhat longer than desirable.

To: phone-alert-results@bpaonline.org
Subject: Yesterday's phone alert
Date: Mon, 7 Jun 2004 11:13:58 -0700

Phone here is xxx-xxxx. We received two calls between 2:30 and 3:00, one truncated and one complete, both picked up by the answering machine and both played back OK. On the whole we were satisfied with the way the system worked.

Date: Mon, 07 Jun 2004 11:23:09 -0700
To: phone-alert-results@bpaonline.org
Subject: Phone Alert

1. Phone number xxx-xxxx
2. Approximate time the alert was received. 3:04 PM
3. Was the version you received truncated? Not truncated.
4. Did you receive more than one alert? No.
5. Did you try replaying the message, and did it work? Didn't try (answering machine)
6. Was the message picked up by your answering machine, or did you listen to it directly? Answering machine.
7. Any other comments or pertinent information.

To: phone-alert-results@bpaonline.org
Subject: FW: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call
Date: Mon, 7 Jun 2004 11:36:47 -0700

1. Phone number xxx-xxx-xxxx
2. Approximate time the alert was received. CAN NOT RECALL EXACTLY- 10A, 1P, 4P???
3. Was the version you received truncated? NO
4. Did you receive more than one alert? YES- 3 ALERTS
5. Did you try replaying the message, and did it work? YES- IT WORKED
6. Was the message picked up by your answering machine, or did you listen to it directly? DIRECTLY
7. Any other comments or pertinent information. WE WOULD APPRECIATE 1 MESSAGE, UNLESS THERE ARE NOTED UPDATES TO FOLLOW.

To: phone-alert-results@bpaonline.org
Subject: Sunday phone alert
Date: Mon, 7 Jun 2004 11:57:26 -0700

1. Phone number // xxx-xxx-xxxx and -xxxx came in on both lines.
2. Approximate time the alert was received. // 2:40pm
3. Was the version you received truncated? // no
4. Did you receive more than one alert? // no
5. Did you try replaying the message, and did it work? // yes and yes
6. Was the message picked up by your answering machine, // picked up by answering machine, I listened to it about an hour later.
7. Any other comments or pertinent information. // the message must have reached a number of people, as Bol Park was deserted when I walked through (with large dog) at approx 4:30pm. Traffic on the bike path seemed normal.

I have some concern about the timeliness of the alert, given the need to understand the sighting reports and decide whether to issue an alert- 6+ hours seems a bit long. There needs to be a balance between 'better safe than sorry' and 'crying wolf' that would diminish the effectiveness of the warning system. As polarized as Palo Alto is, that won't be easy.

To: phone-alert-results@bpaonline.org
Subject: Big cats seen
Date: Mon, 7 Jun 2004 12:00:10 -0700

Phone: xxx-xxx-xxxx

I received three messages during the middle of Sunday, I don't remember the times.

One message was cut off before its finish.

I did not try to replaying a message.

I listened to all three messages directly.

What is the situation now? Should I still keep my cats inside?

To: phone-alert-results@bpaonline.org
Subject: emergency phone call feedback.
Date: Mon, 7 Jun 2004 12:27:57 -0700

1. Phone number xxx-xxxx and xxx-xxxx
2. Approximate time the alert was received. 3pm
3. Was the version you received truncated? No - received full message
4. Did you receive more than one alert? Xxx-xxxx received message twice - I listened once and resent to answering machine at 4:20 pm.
5. Did you try replaying the message, and did it work? Yes
6. Was the message picked up by your answering machine, or did you listen to it directly? Listened on xxx-xxxx and then later on answering machine. Xxx-xxxx let roll into answering machine.
7. Any other comments or pertinent information. I thought it worked relatively well, but given that the cat was spotted around 8am (and I talked about it with the animal control at 9:30 am) I wonder why the delay was so long - I would've liked to get that message in the morning.

To: phone-alert-results@bpaonline.org
Date: Mon, 7 Jun 2004 12:34:05 -0700

Our telephone alert was cut off when left on the machine (on several household phones where we have different lines in the house). We heard the information up to the point where it said to call the police.

We later received a second message about an hour later (at 3:24pm). We answered the phone and heard the entire message.

Thanks for checking!

xxx-xxx-xxxx, xxx-xxxx, xxx-xxxx,

To: phone-alert-results@bpaonline.org
Subject: Two calls received
Date: Mon, 07 Jun 2004 12:36:05 -0700

Received two calls Sunday afternoon. Both were complete. Our neighbor received a truncated first message and then called me to get the full message. The second message, while similar to the first, highlighted keeping pets indoors, which we then acted upon. We were satisfied with the phone response for our house.

Date: Mon, 07 Jun 2004 12:58:07 -0700
To: phone-alert-results@bpaonline.org
Subject: Info for xxx-xxxx

I never received any telephone call about the bobcat sighting on Sunday morning -- or anytime on Sunday. It's answering machine took it and didn't record a message or that my wife took the call and thought it was a solicitor or something. But she says she never heard a message about a bobcat, either.

Date: Mon, 7 Jun 2004 13:13:45 -0700 (PDT)
Subject: Police Phone Call
To: phone-alert-results@bpaonline.org

My number is xxx-xxxx. I personally answered the call which was not truncated. It introduced the message by referring to the PA Police Dept. A suggestion would be to reduce the length of the message and then have a one or two sentence summary at the conclusion.

Date: Mon, 7 Jun 2004 17:12:52 EDT
Subject: respond
To: phone-alert-results@bpaonline.org

xxx-xxx-xxxx

time: 3:30 p.m. and 4:30 p.m, approximately -- 2 messages --

No it was not truncated

Listened to it directly

We have no objections to the calls – in fact, thank Palo Alto Emergency
Community Notification System.

To: phone-alert-results@bpaonline.org

Date: Mon, 07 Jun 2004 23:36:22 +0000

Subject: Re: [bpa-news] Please reply to phone-alert-results@bpaonline.org
concerning today's Emergency phone call

1. Phone number xxx-xxx-xxxx
2. Approximate time the alert was received. Sometime between 3 and 4pm, don't remember exactly.
3. Was the version you received truncated? No.
4. Did you receive more than one alert? No.
5. Did you try replaying the message, and did it work? Didn't try.
6. Was the message picked up by your answering machine, or did you listen to it directly? Answering machine.
7. Any other comments or pertinent information. None.

To: phone-alert-results@bpaonline.org
Subject: FW: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call
Date: Mon, 7 Jun 2004 16:53:47 -0700

All were received at xxx-xxxx, taken by my SBC Voice mail serviced.
3:07 pm -- 90% complete, left off contact phone number
4:04 pm -- Only about 5% of message left
4:38 pm -- 100% Complete.

Additional, it was not clear until I heard the message several times, WHICH sighting was the Bobcat. It would have been MUCH clearer if they had specified that the first sighting on XYZ street was a Bobcat, and specifically named Bol Park as the one that was not clearly identified.

Also, I have no idea where the street that was named is located, it would be helpful to give a general description of where the sighting street is located. The street needs to specify where it is, and the description needs to be more than a simple cross street, many of us don't know the residential streets, and we don't have time to find a map or go online. You can name a school and say how many blocks N, S, E or West of the school, or say West of El Camino, and South of (a major street)

Date: Mon, 7 Jun 2004 17:57:56 -0700 (GMT-07:00)

To: phone-alert-results@bpaonline.org

Subject: Re: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call

xxx-xxxx Our answering machine picked up the full message at 1:36 pm.

Date: Mon, 7 Jun 2004 18:09:50 -0700
Subject: cats:big, small, medium
To: phone-alert-results@bpaonline.org

I received the phone alert at 2:40 pm--a bit late to be much good. The message was reasonably complete, if not exactly timely, and I only received it once. I had been working in my garden most of the day.

I grew up in a town that had a volunteer fire department. Whenever there was a fire a whistle would blow. This whistle was coded to indicate the location of the fire so that the firemen could leave work or whatever else they were doing and rush to the appropriate site. Perhaps we could establish a similar code in Palo Alto that would sound only in the area of town affected by the potential danger to warn those residents of the presence/sighting of a large cat. This would be able to be detected by more people at once than the current phone notification system or the proposed email notification.

Date: Mon, 07 Jun 2004 19:44:41 -0700
Subject: phone alert
To: phone-alert-results@bpaonline.org

We received at least 3 identical messages.

To: phone-alert-results@bpaonline.org
Subject: phone alert feedback
Date: Mon, 7 Jun 2004 20:29:43 -0700

Indeed, we received two calls on each line, for a total of 4 calls.
Our main number is xxx-xxxx. I'm not sure what the other phone number
is---we use it for computing and overflow adolescent phone needs.

We answered each time, so I don't know what would have happened on a
recording.

Date: Mon, 7 Jun 2004 21:12:28 -0700 (GMT-07:00)

To: phone-alert-results@bpaonline.org

Subject: Re: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call

1. Phone number xxx-xxx-xxxx
2. Approximate time the alert was received. Between 2pm and 6pm
3. Was the version you received truncated? No
4. Did you receive more than one alert? No
5. Did you try replaying the message, and did it work? Did not try to replay
6. Was the message picked up by your answering machine, or did you listen to it directly? It was recorded by my answering machine
7. Any other comments or pertinent information. Thanks for doing the survey, it is a good idea!

To: pmuffler@pacbell.net
Subject: RE: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call
Date: Mon, 07 Jun 2004 11:29:23 -0700

Last night sometime between 6 and 9 the phone rang once. That was all. No message was left.

Thanks for checking up on this.

Date: Tue, 08 Jun 2004 07:58:52 -0700

To: phone-alert-results@bpaonline.org

Subject: Fwd: [bpa-news] Please reply to phone-alert-results@bpaonline.org concerning today's Emergency phone call

we have two lines into our home and we received the same message 2 times on each of them...and all were truncated.

1. Phone number xxx-xxxx and xxx-xxxx
2. Approximate time the alert was received. mid day
3. Was the version you received truncated? yes
4. Did you receive more than one alert? Yes - 2 each line
5. Did you try replaying the message, and did it work? yes...and no
6. Was the message picked up by your answering machine, or did you listen to it directly? yes went into voice mail..we never answered the phone
7. Any other comments or pertinent information.

Date: Tue, 8 Jun 2004 09:50:20 -0700 (PDT)
To: phone-alert-results@bpaonline.org

xxx-xxx-xxxx

Received 2 identical calls, about 4 hours apart; neither were truncated.
Message was clear.

To: phone-alert-results@bpaonline.org
Date: Tue, 8 Jun 2004 10:23:44 -0700

We were called twice in the afternoon Sunday. The first time the message was truncated, the second time it was complete. Don't know what time, but definitely after noon.

To: phone-alert-results@bpaonline.org
Date: Tue, 8 Jun 2004 11:12:33 -0700

I echo xxxx's comments. The two calls came through in mid-afternoon--rather late, to say the least. The pause in the beginning made me also think it was a solicitor and I almost hung up. The telephone number at the end of the message was cut off after four numbers.

Subject: Phone Alert
Date: Tue, 8 Jun 2004 09:00:56 -0700
To: phone-alert-results@bpaonline.org

The phone alert worked just fine on my listed and unlisted phone. The message was clear and with just the right info.

Subject: my phone alert experience
Date: Thu, 10 Jun 2004 22:38:35 -0700
To: phone-alert-results@bpaonline.org

1. xxx-xxxx
2. I don't remember the times, but I think the 2 calls were an hour or more apart.
3. The first message seemed to be truncated, but it was after the basic information seemed to be done.
4. I received 2 phone calls, apparently identical. I don't know if the second one was truncated.
5. Replayed the message? I replayed the one on my answering machine and it worked. Was there another way to replay it?
6. On the first time I answered the phone, and after a long delay (during which I almost hung up because I thought it was a sales call) I heard the message. The second went on my answering machine. That was actually convenient, because the first message went by so fast, and I was so surprised, that I didn't hear all the details.
7. Other comment - it would be very convenient to be able to see something relevant and informative on the caller-id, such as PA Emergency.

At any rate, I thought it was good to be informed, so although it could be improved, this was better than nothing.