

Get Instant Sheriff's Department Text and Email Alerts



Nixle® ([Click here to register](#)) is now being used by the Los Angeles County Sheriff's Department to send free geographically-specific e-mails and text messages directly to the public. Messages include arrests, neighborhood-specific alerts and advisories, traffic incidents, road closures, wanted persons, missing persons, crime trends, and more.

"With the Nixle instant notification system, the Sheriff's Department can communicate accurate, timely, and reliable information directly to the public via your cell phones and email," said Los Angeles County Sheriff Lee Baca. "Nixle is a great success story of a public-private partnership that enhances public safety at no cost to taxpayers," he added.

Nixle® Alerts: Stay informed and subscribe to up to four types of color-coded alerts (Don't text and drive. Please only read messages when it is safe to do so):

1. Alert messages (**Alert**) are used for Amber alerts, kidnapping and other crimes where immediate public assistance is needed.
2. Advisory messages (**Advisory**) are used for seeking information on crime suspects and public safety messages.
3. Community messages (**Community**) are used to inform residents about safety tips, recent crime trends, and public safety agency special events.
4. Traffic messages (**Traffic**) are sent to advise of major road closures & collisions.

Nixle® features: that caused Nixle® to become the first formally recognized LASD non-emergent text message and e-mail delivery and communication system, authorized by Sheriff Baca and the Los Angeles County Board of Supervisors:

* Free - for the public to receive e-mail and text messages and free for the LASD to send them. (Standard text messaging rates apply).

* Authenticated, secure and reliable - Senders must prove they are who they say they

are before sending (unlike social networking systems).

- * No advertising - no spam, no sharing, and no selling
- * No user monitoring - or tracking of user information by Nixle®
- * Public subscribers - anyone can opt-in or opt-out to receive messages.
- * Geographically-specific messages using address, address with surrounding radius, and zip code to pin-point delivery to requests.
- * Subscribe to specific LASD groups such as the "LASD - Headquarters (Newsroom), Emergency Operations Bureau, or specific sheriff's patrol stations: search "LASD ."
- * Nixle® messages contain - up to 10,000 characters of information, maps, and photos such as wanted or missing persons. Text messages will link to the full story.
- * The National Law Enforcement Telecommunications System (NLETS) houses Nixle® servers in their secure facilities and integrates Nixle technology into their network.
- * Awarded The Most Innovative Product Award at the International Association of Chiefs of Police (IACP) conference in October 2009.
- * Nixle senders can auto-populate several social networking sites.

Registration for Nixle® is easy and only takes a few minutes.

- a. Visit [Nixle®](#) and click on the "residents sign up now" button.
- b. You will be asked to provide your name, address (or closest cross street), e-mail address, and cell number. This information is required to receive geographically specific information.
- c. More than one location can be registered.
- d. You have the option to define what notifications you will receive and from whom.
- e. You may opt out of receiving messages from any of the participating agencies.
- f. For text only alerts from Sheriff's Headquarters text LASHeriff to the short-code phone number of 888777. (standard text messaging rates apply).

Below are some "Frequently Asked Questions" about Nixle®

What is Nixle?

Nixle is a Community Information Service dedicated to helping you stay connected to the information that matters most to you, depending on your physical location. You stay connected to your local police department, your children's schools, your local community agencies and organizations, and the important information from other locations throughout the country that are relevant to you. Our service is built on the most secure, reliable, and high-speed distribution platform, ensuring that you receive

trusted and immediate, geographically relevant information. Information is immediately available over your cell phone by text message, by email, and over the web. Your account can be customized so you receive the information that matters most to you. Whether it is where you live, work, or have friends or family throughout the country, the information is immediately available to you over your mobile phone, email and computer.

What messages would I receive through Nixle?

Only authenticated agencies and community organizations can securely publish information. There are four types of messages; Alerts (many would refer to this as an emergency type alert), Advisories (less urgent need-to-know information), Community Information (day-to-day neighborhood to community-level information), Traffic (very localized traffic information).

Do I have to register to use Nixle?

Anyone can view information by going to www.nixle.com without registering. However, to customize the information you receive and the locations you receive it from, in addition to receiving information by text message and/or email you must set up an account. Once registered, you can personalize your locations and your preferences, making the service fit your needs.

How does registration work?

We ask for routine information in the registration process. First set-up a user name and password. Then enter your address or closest cross-street. Then choose where you want to receive your information, whether by text over your mobile device or e-mail. Add as many locations as you would like at no additional cost. It's that simple!

Do I have to give my mobile phone number?

No. However, the strength of the Nixle system is the delivery of real-time messages when you're on the go. The best way to stay up-to-date with important information that could affect you and your family is to receive notifications by e-mail and mobile device.

Can anyone track my location by using the system?

No. Nixle does not track users.

What do you do with my contact information? Will third parties contact me?

Information shared by users with Nixle is stored on a secure server in a secure facility. The company does not sell personal information to third parties. The privacy of your personal information is extremely important to us.

Can I enter multiple addresses?

You initially enter one address to begin the registration process. Once registered, you can click on “Locations” and add as many additional addresses (locations) as you would like at no cost.

Can I use the system while traveling outside the United States?

If you can access your e-mail or the Internet, you can access Nixle messages anywhere in the world. You will also receive messages on your mobile device while overseas. Some mobile provider plans charge extra for overseas text messages; you may want to log in and change your preferences prior to international travel.

Can I register with an international telephone number?

No. Currently the service is only available with United States phone numbers.

How many SMS (text) messages will I receive in a month?

This will vary depending on the number of notifications published. The service is simple to change SMS (Text) and email options.

Can I limit the number of SMS (text) messages I receive?

You can limit the number of SMS (text) messages by adjusting the type of messages you receive. You can opt out of any service except public safety Urgent and Important messages. For example, you can choose to receive Urgent and Important messages on your mobile device and e-mail and community news in just your e-mail.

How do I know an SMS (text) message I received is real?

Nixle goes through an extensive identity certification and authentication process before authorizing any agency or organization to publish information into the service.

Can I respond to a message?

No. However, if you wish to share a crime tip or information with the agency that sent you the message, contact details can be found by accessing the alert online.

What if I forgot my password?

Go to www.nixle.com. Look for “Forgot My Password”. Click on it and enter your e-mail address. A new password will be sent to you immediately.

How do I change my password?

Log in and click “Account.” On the “Account” page, click on “Change My Password” and follow the instructions.

Who do I contact for consumer support?

Please send all consumer support questions to: support@nixle.com. Please send all general inquiries to info@nixle.com.

How do I unsubscribe?

Log in at www.nixle.com and click “Settings.” There you can adjust which messages you receive and on which device(s) you receive them. You also have the option to eliminate all SMS messages under the “Account” tab. Should you wish to completely unsubscribe, simply send an e-mail to support@nixle.com stating your desire to do so. You will be encouraged to review your settings prior to discontinuing service. Even after unsubscribing, you can still view Nixle information in real-time by visiting www.nixle.com.

Information about other law enforcement Emergency Notification Systems

*Crime Stoppers - Although Nixle® doesn’t allow return messages, the public can anonymously communicate with the LASD via “Crime Stoppers.” Call 800-222-TIPS (8477), or text the letters TIPLA plus your tip to CRIMES (274637), lacrimestoppers.org www.lasd.org - Messages are linked between Nixle® and the official website of the Los Angeles County Sheriff’s Department.

* Alert LA County is the (reverse 9-1-1) Emergency Notification System for direct access to citizens, specifically used for major disasters. It continues to be used as the primary means of community emergency notifications. Alert LA County is designed to deliver brief but targeted information to every residential telephone in a given geographic area.

The reverse 9-1-1 system is only used during major emergencies. Register your phones at www.alert.lacounty.gov for Alert LA County. Nixle® is an additional alert system that can provide updates such as evacuation centers and when people can re-occupy their homes after an evacuation. The public should register for both systems.

Click on the icon below to watch a brief informational video on Nixle®

