

Appendix 1-20 – Evacuation Call Center Group - Registrar Update Scripts – **NO**

**Evacuation Database System Update Script  
Levels 0 & 1 – Transportation Only  
Data Base Script for “NO”  
Updated 07/20/2009**

**{Registrar}**

This is \_\_\_\_\_ with the Beaumont Fire Department. We are currently updating our Evacuation Registration Records.

We show that \_\_\_\_\_ is currently in our data base.

Can you assist us by verifying the information that is in the data base?

**If “NO”**

Can you have \_\_\_\_\_ call 880-3905 to update their record?

**If “YES”**

Document the name of the person you spoke to, document any information in the comments and update the status as 1<sup>st</sup> Attempt.

If you do not get an answer at the Registrants phone number, leave a message on answering machine for the person to call 880-3905 to update evacuation registration information. Then attempt to call the Contact’s phone number.

If you are unable to talk to anyone at both numbers, update the status to 1<sup>st</sup> Attempt.

If the caller informs you that the person no longer lives at this address, attempt to find out if they know where the person is located and if they know a current phone number. If they know where the person moved, change the address and phone number on the record and attempt to call the new number.

Change status as appropriate.