



## Key Messages and FAQ – Pando Project March 30, 2026 – v3

### CONTEXT

#### Welcome to Govillemo.ca

**Objective:** The Town’s communications team **wants to regroup its electronic alerts and notifications into a single direct communication system with residents.** For the past years, the Town has been using **American company CodeRED for emergency alerts and phone calls, and Bciti+ to send SMS and email notifications for “regular” communications.** Both systems operate independently and require two separate accounts from subscribed residents (email + password). **The goal is to suggest a unique and safe tool that meets the needs of the Town while offering our residents a single and simplified point of access (email and password).**

**In addition, a cybersecurity incident involving the CodeRED database occurred à the end of 2025 accelerated efforts to replace CodeRED with a Quebec or Canadian solution wherever possible.**

The Town has found a tool that perfectly combines both types of communications (emergency and regular) and meets all criteria.

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### QUESTIONS ET RÉPONSES

#### A. Identification of the new communication tool

##### 1. What is this new tool suggested by the Town?

Following research and meetings with Quebec companies whose communication tools met our criteria, the Town chose the citizen web portal proposed by Blanko, which fits within the established budget and is easy to use for both residents and communications employees.

Once registered on the citizen portal (**Govillemo.ca**), residents will receive alerts and calls in the event of municipal emergencies, as well as SMS, push notifications and email notifications for “regular” communications, depending on the topics they have selected (town council, collections, leisure activities, roads and maintenance, etc.).

The **Govillemo.ca** citizen portal will eventually be accessible via a free mobile application that will allow users to receive all push notifications and alerts on a mobile device.

This new tool will replace both CodeRED and Bciti+ and will be rolled out early April 2026. A communications campaign will be launched to encourage residents to register and create an account on **Govillemo.ca**.

### **Benefits of registering on the Govillemo.ca portal**

- It is the best way to be **notified** in case of an emergency (e.g., boil water advisories, evacuations, etc.) and to receive regular notifications (e.g., Town council, collections, recreational activities, roads and maintenance, etc.).
- The portal will contact you by phone (in case of an emergency only), by text message or email, or by push notification, depending on your preferences and the contact information you provided.
- The new web portal is accessible on computers for now; access via a free smartphone application will be available soon.

**Note:** This is the only way to receive notifications and phone calls in case of an emergency.

### **2. What will happen to my CodeRED and Bciti+ accesses?**

The Town was able to recover a partial list of CodeRED subscribers. Initially, with the Town's approval, Blanko will send an email to CodeRED and Bciti+ subscribers asking them to create an account on **Govillemo.ca**, which will allow them to manage their communication preferences.

The registration process to the Web portal will be completely transparent. Residents who were not on the CodeRED and Bciti+ lists will need to register on the **Govillemo.ca** portal to receive alerts and calls in case of emergencies and determine which notifications they will receive based on the topics of their choice.

Note: Since the list retrieved from CodeRED is incomplete, it is important for each resident to ensure that they complete their registration on **Govillemo.ca**.

### **3. What are the advantages of registering for this tool?**

You will receive all emergency alerts and telephone calls issued by the Town, and you will be able to choose other topics that interest you, such as waste collection, events, and leisure activities, to name a few.

Once you have registered on the **Govillemo.ca** portal, you will receive emergency alerts by telephone, text message, push notification or email. You can also choose to receive regular notifications by text message, push notifications or email, based on your interests (council meetings, collections, leisure activities, roads and maintenance, etc.).

**Govillemo.ca** simplifies access to municipal information. One account, one secure access, one click.

**Note:** This is the only way to receive notifications and phone calls in case of an emergency.

### **4. When will this tool be available?**

The tool will be rolled out on April 1, 2026; a communications campaign will be launched to encourage residents to register and create their accounts on **Govillemo.ca**.

**5. What should I do if I want to register?**

Initially, with the Town's approval, Blanko will send an email to CodeRED and Bciti+ subscribers asking them to create a new account on Govillemo.ca, which will allow them to manage their communication preferences.

A communications campaign will also be launched in March targeting all residents on the Town's networks to encourage them to register and create their accounts on **Govillemo.ca**.

**6. I heard about the data leak at Crisis24 (CodeRED). Will my information be better protected with Govillemo.ca?**

The CodeRED data leak affected all North American subscribers and businesses that used this emergency notification system. As for the new portal, each account (cities using the same tool) is processed and protected independently of the others.

- **Govillemo.ca** data is hosted by OVH, an ISO 27001-certified hosting provider, the highest certification in the industry. Your data is always stored in Quebec.
- Your data is automatically anonymized, and security measures are in place to detect any data tampering.
- You can rely on two-factor authentication to ensure the security of your account.

**7. What phone number will Govillemo.ca use to contact me in case of an emergency?**

In case of an emergency, you will recognize the call from the alert portal on your caller ID with this phone number: **1-855-734-5070**.

Please be sure to save this number in your phone contacts under: "TMR Alerts."

**8. Who can help me if I have questions?**

You can send an email to: [communications@town.mount-royal.qc.ca](mailto:communications@town.mount-royal.qc.ca) for any questions about **Govillemo.ca**.