



CodeRED - Emergency Notification System

Rice & Steele Counties have contracted with Emergency Communications Network to license its CodeRED high-speed notification system for use during emergencies. Essentially, this will allow city and county officials the ability to deliver urgent pre-recorded emergency telephone messages to targeted areas or to the entire city at a rate of up to 60,000 calls per hour. Called CodeRED, this high-speed telephone emergency notification service can be used in the event of hazardous materials spills, floods or other emergencies that can affect people's safety or health. This system will be tested across the two county area on Thursday April 15, 2010 from 10:00 AM – 3:00 PM.

While CodeRED begins with an existing database of telephone numbers from 911, no one should automatically assume his or her phone number is included. The following individuals are invited to add their information to the database.

- All businesses
- Residents with unlisted phone numbers
- Residents who have changed their phone number or address within the last year

- Residents who use a cellular phone as their primary phone
- Residents who have recently moved, but kept the same listed or unlisted phone number
- Residents who wish to receive text and/or email messages in addition to telephone calls
- Residents who receive their phone service over the internet

CodeRED is a geographically-based notification system, which means street addresses are needed to select which phone numbers will receive emergency notification calls in a specific emergency. An associated street address is needed for cell phone numbers.

While the system works well for most phones, the use of special downloaded ringtones on cell phones, as well as automated telephone systems that require the caller to press a key will prevent an emergency call from reaching that phone.

If voicemail or an answering machine picks up the call the system will leave a message. Caller ID will provide the phone number 866-419-5000 that you can call back to have the message repeated. For easy identification you can program this number (866-419-5000) into your

cell phone.

The CodeRED link will take you to a form to fill out. Requested information includes first and last name, street address (physical address—no PO boxes), city, state, zip code, primary phone numbers and additional phone numbers and email address (optional). Residents and businesses may also choose to receive text or email messages about emergencies, in addition to telephone calls.

CodeRED gives those who want to be included an easy and secure method for doing so, and the information will only be used for emergency notification purposes.

******TEST NOTICE ******

Testing for the system will take place on Thursday April 15, 2010 between the hours of 10:00 AM & 3:00 PM!!

To ensure that you are on the notification list, please visit the police department website at:

www.ci.northfield.mn.us/cityservices/police

Click on the CodeRED logo to update your information.

Rice & Steele County's Emergency Notification System

Frequently Asked Questions

What is an emergency notification system?

An Emergency Notification System is a system that allows government entities to contact citizens in the event of an emergency in their area. The system has several different methods of contacting citizens including traditional residential landlines, business lines, voice pagers, VoIP or digital "cable" phones, and cell phones.

Does the Rice & Steele 911 Center have an emergency notification system?

Yes, the RSC 911 Center has contracted with Emergency Communications Network, Inc., of Ormond Beach, Florida, for its "CodeRED®" high-speed telephone emergency notification services. The CodeRED® system gives the City & County Officials of Rice & Steele County the ability to deliver pre-recorded emergency telephone notification/information messages at a rate of up to 1,000 calls per minute.

How can I be certain I can be contacted?

CodeRED® updates the RSC 911 database every year. If your phone number is unlisted, you have recently moved, or if you only have a cellular phone, we may not have your information. Even if you have a listed

home phone number, you should still register.

Does Code Red support TTY/TDD for the hearing impaired?

Yes. When you go to register using the online form you must click on the TTY/TDD option on the bottom of the page.

What information do I need to supply?

Since the CodeRED® system works on geographical location, you must enter your physical address, city, and zip code into the system as well as the phone numbers that you wish to receive the CodeRED messages from the RSC 911 Center.

Do I have to pay extra for the CodeRED® service?

No. CodeRED® is a shared system, entirely paid for by Rice County, Steele County, and the Cities of Northfield, Faribault and Owatonna.

Does this mean the city will be calling me constantly?

No. The Counties and Cities respect your privacy. CodeRED® will be used only when urgent situations arise that you should know about.

Can I arrange to have CodeRED® call my place of business?

Yes. Using the online registration form be sure that when the Residential Data Collection form opens you click on the button labeled "Click to Switch to Business Data" and fill in the required information. Please note that emergency calls can only be delivered to a direct dial

number. Automated attendants will disrupt the process and calls will not be delivered. You may also want to consider excluding some business numbers if you use a PBX system to avoid overloading your system when multiple calls begin coming in.

As well as calling citizens in an affected area, the system can also call out volunteer groups and government agency response teams such as Skywarn, Red Cross, SWAT, rescue and dive teams, and activation of the Emergency Operations Center.

Any questions or concerns about the CodeRED system or notification process can be directed to the Northfield Police Department at 507-663-9302.

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