



CodeRED Emergency Notification System

Frequently Asked Questions About the CodeRED Emergency Notification System

What is CodeRED and why is it important to me?

CodeRED is an emergency notification service by which public safety can notify residents and businesses by telephone or cellular phone about emergency situations. The system is capable of sending messages only to specific neighborhoods or the entire community.

Does this mean that I will be called constantly?

No. **CodeRED** will be used when emergency situations arise that you should know about.


For what kinds of situations will CodeRED be used?

Severe weather situations, substantial utility outage, evacuation notices, missing or lost persons, fires or floods, major roadway issues, significant criminal situations, chemical spills or gas leaks. In short, **CodeRED** can be used for any emergency alert.

Why do I need CodeRED when I have TV to keep me informed?

CodeRED provides an additional level of safety. If power goes out, you may not be able to depend upon TV. However, because telephone lines are self-powered and most people now have cell phones, we can continue to keep you informed through messages delivered by **CodeRED**.

How do I know if my phone number is included in the CodeRED service?

All listed and unlisted residential and business phone numbers are included in the **CodeRED** service. If you have moved or changed your telephone number recently, you should update your information using the **CodeRED** "Residential Data Collection" sign up form by clicking in  Your old information will automatically be replaced by the new.

If you do not have access to the internet at home, please consider using a computer at your local library, or ask a friend or family member for assistance. On-line registration is the most efficient, accurate and private way to supply your information. To register a cell phone, or to update your information on-line, you might first have to adjust your internet browser to enable cookies, otherwise you may receive an error message. A local Customer Service Line 508-563-4479 has been setup for those without internet access. You will be prompted to leave your name, address and number you wish to add.

**The registration form only allows me to enter a primary and secondary telephone number.
What if I want to register additional numbers for my address?**

After you submit the initial registration form, you may start the registration process again and submit more numbers for the same address.

What if I have a cell phone?

You can add your cell phone number by using the **CodeRED** “Residential Data Collection” sign up form by clicking here



How will I recognize a CodeRED message?

A **CodeRED** message will have a caller ID 866-419-5000. We suggest you program this number in your cell phone as a “new contact” and use “**CodeRED**” as the contact name. If you need to replay the emergency notification message, simply dial this number and you will be able to hear the message again. A **CodeRED** message will usually begin, “This is the Barnstable County Sheriff’s Office with an emergency message from (your local police department)”.

What should I do if I receive a CodeRED message?

Listen carefully to the entire message. It will be brief and will not be repeated. Follow the instructions given. You may be directed to a commercial TV or radio station for further information. Do not hang up until you have heard the entire message or you might miss vital information. Do not call 911 for further information unless directed to do so or if you need immediate aid from the Police, EMS or Fire department.

I have a cordless phone, and it does not work when the power goes out. How am I going to get the CodeRED message?

There are two ways you can continue to receive telephone messages from the city through **CodeRED**:

1. Make sure you have at least one working corded telephone – and be sure to turn the ringer on.
2. The **CodeRED** “Residential Data Collections” sign up form gives you the option of filling in both a Primary Phone number and an alternative phone number. You can fill in the Alternative Phone number with another contact numbers such as your cell phone number or work number. Entering in an alternative phone number will cause BOTH your primary and alternative phone numbers to be called.

Click to enter the “Residential Data Collection” sign up form



Will CodeRED leave a message on a machine?

Yes, **CodeRED** will leave a message on a machine or on voice mail. Part of the **CodeRED** solution is the patented ability to recognize answering devices and leave the message completely in one pass.

What happens if the line is busy?

If the line is busy, **CodeRED** will try two more times to connect.

What circumstances might prohibit CodeRED from delivering a message to me?

If you have only cordless phones in your residence, the power is out and you have not registered an alternate phone number, **CodeRED** will not be able to contact you.

If your line is busy for an extended period and your calls do not forward to voice mail or an answering machine in a busy condition, after three tries, **CodeRED** will stop calling your number. It's best to have an alternate phone number in the calling database for these situations.

If you have a privacy manager on your main phone service, **CodeRED** will not be able to contact you unless you have registered an alternate number that will accept the call.