



DODGE COUNTY SHERIFF'S OFFICE

Dale J Schmidt Sheriff Scott Smith Chief Deputy

What YOU should know about Dodge County's CodeRED® service

Question: What is CodeRED® and why is it important to me?

Answer: CodeRED® is a new Dodge County service by which Dodge County officials can notify Dodge County residents by telephone about emergency situations or critical community alerts. The system is capable of sending messages only to people affected by a particular situation.

The speed of the CodeRED® system (up to 60,000 calls per hour) is so great that the county is able to send a message to affected households almost as quickly as county officials become aware of the situation.

Question: Does this mean the County will be calling me constantly?

Answer: No. Dodge County respects your privacy. CodeRED® will be used only when situations arise that you should know about.

The system will be used to send messages only to those residents who are directly affected by a particular event. For example, if you happen to live in an area for which a “boil water” advisory has been issued due to a water main break, CodeRED® will call only you and your neighbors to deliver that very important health advisory.

Question: For what kinds of situations will CodeRED® be used?

Answer: Water main or gas line breaks, alerts concerning a missing child or adult, law enforcement emergencies, hazardous material spills.

CodeRED® is not routinely used by Dodge County Emergency Management to send weather alerts from the National Weather Service (to include tornado warnings). However, if the weather event is deemed serious enough by Dodge County Emergency Management a CodeRED® alert may be sent.

Question: Why do I need CodeRED® when I have radio and TV to keep me informed?

Answer: CodeRED® is an additional measure of safety the Dodge County Board of

Supervisors and administration believe all of our residents need and deserve. If power goes out, you may not be able to depend upon radio and TV, however, because telephone lines are self-powered, the county can continue to keep you informed through messages delivered by CodeRED®.

Even if you have power, CodeRED® will probably be able to reach you with important information faster than TV and radio stations can put it on the air. That's because CodeRED® is a ***direct connection between you and Dodge County.***

And unlike tornados, many emergencies occur without advance warning. In such cases, you may have no reason to turn on a TV or radio. That's when CodeRED® can help county officials alert you immediately and advise you to take appropriate action.

Question: I have a cordless phone and it does not work when the power goes out. How is Dodge County going to be able to contact me?

Answer: There are two ways you can continue to receive telephone messages from Dodge County 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 Collection" sign-up form gives you the option of filling in both a **Primary Phone Number** and an **Alternate Phone Number**. You can fill in the alternate phone number blank with your cell telephone number or you can make it your primary phone number if you wish. Entering an alternate phone number will cause *BOTH* your primary and alternate phone numbers to be called.

Of course, no form of communication is guaranteed to remain in operation under severe conditions such as those produced by a powerful tornado or flooding. CodeRED® *does* widen the safety margin by offering Dodge County residents another new and powerful means of learning about vital, timely information.

Question: Do I have to pay extra for CodeRED® service?

Answer: No. CodeRED® is entirely paid for by Dodge County at a cost of less than 40 cents per resident per year.

Question: Does Dodge County have my telephone number or do I have to sign up to receive CodeRED® emergency calls?

Answer: We strongly encourage you to sign up for CodeRED®. After all, you are the most reliable source of information about how to reach your household by phone.

Because Dodge County wants to reach everyone affected by an emergency whether or not they have signed up for CodeRED®, a telephone number database is already available to the system. A database has been prepared by the company that supplies CodeRED® service to Dodge County. The databases are updated regularly.

If you have moved or changed your telephone number recently, you should definitely sign up for CodeRED® service or update information you have already provided. Any new information you supply will automatically replace old information.

Question: **How do I sign up for CodeRED®?**

Answer: On or before April 1, the home page of the Dodge County Sheriff's Department website, www.dodgecountysheriff.com, will have a link to a CodeRED® Residential Data Collection Form that you can fill out online. This is the quickest, easiest way to sign up because the information you supply will immediately update YOUR COMMUNITY's CodeRED® telephone number database.

If you do not have access to the internet, you can call the Dodge County Sheriff's Office at 920-386-4073 and a member of the sheriff's office staff will help you.

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

Answer: Yes. Go to the sheriff's office website (www.dodgecountysheriff.com) and click on the CodeRED® link. When the Residential Data Collection Form opens, 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.

Question: **Can I choose NOT to receive CodeRED® messages?**

Answer: Yes. Dodge County respects your privacy.

If you do not want to receive calls, please notify the Dodge County Sheriff's Office, preferably in writing. However, we strongly advise you to reconsider. CodeRED® is designed to make certain you receive fast, accurate emergency information directly from the Dodge County officials whose job is to help protect you and your family. (Click here for form)

Question: Who provides the CodeRED® service? Is the company reputable?

Answer: Emergency Communications Network in Ormond Beach, Florida, provides the service to Dodge County. In business since 1996, the company provides CodeRED® service to approximately 30 percent of Florida counties and 10 percent of Florida cities. Among CodeRED®'s many current clients are Venice, Orlando, Orange County, Naples, Marco Island, Longboat Key, Ft. Myers Beach and Collier County.

One of the many reasons Dodge County chose CodeRED® was the city of Venice's very positive experience using the system.

Question: I live near Dodge County but I am not a resident. Can I sign up for CodeRED®?

Answer: No, unfortunately. Dodge County pays for CodeRED® service based on its own population, however, we encourage you to check with the county or city in which you live. Many use automated telephone notification systems to alert residents in times of emergency.

County staff members will regularly check the CodeRED® database and eliminate addresses and telephone numbers not located within Dodge County borders.

A vitally important service, CodeRED® is yet another way your Dodge County government is seeking to improve public communications and reach out to citizens.

If you have any further questions about CodeRED®, please call Director of Communications Christine Churchill at 920-386-3224 or Emergency Management Director Amy Nehls 920-386-3999.