

## **Village of Barnesville**

### **Understanding the CodeRED Notification System - FAQ's**

#### **What is CodeRED and why is this important to me?**

CodeRED is an emergency notification service that allows village officials to notify residents and businesses by telephone, cell phone, text message, and email regarding time-sensitive general and emergency notifications. We encourage residents when registering, to check mark the general notifications box. You may also receive severe weather related notifications, if you opt-in to receive those. Only authorized officials have access to the CodeRED system. The CodeRED system has been provided to the Village of Barnesville by Belmont County 911. Registration for the Village CodeRED system will be done using the Belmont County 911 Community Notification Enrollment page.

#### **When will CodeRED be used?**

Any Message regarding safety, property, or welfare of the community will be disseminated using the CodeRED system. In addition, General and Weather notifications will also be disseminated using CodeRED. Messages may include:

- Emergency Notifications:
  - Boil Orders
  - Missing Persons or Children
  - Criminal Activity
  - Evacuations
  - Local Security and Crime Alerts
- General Notifications (optional to opt-in, highly encouraged to opt-in):
  - Community Reminders/Information:
    - Road Closures
    - Street Sweeping Schedule
    - Cemetery Cleanup
    - Fire Hydrant Flushing
    - Leaf Pickup Info
    - Christmas Tree Pickup Info
    - Village Events
- Weather Notifications (optional to opt-in):
  - Tornado
  - Severe Thunderstorm
  - Flash Flood
  - Winter Storm

**How will I benefit from this service?**

This high-speed notification system will allow the Village of Barnesville to contact those in the database with information about critical situations, or general information that needs communicated to residents. Through the notifications we can provide actions that need to be taken, and provide a notification once the situation has been resolved.

**What do I have to do to receive this service?**

To receive this service you must register your physical address (no p.o. boxes), home/primary phone, cell phone, business phone number, and/or a valid email address in the CodeRED database.

**Does the CodeRED system replace other systems that the Village used to provide information to residents?**

This system does not replace existing means of communications. The CodeRED system is an enhancement to existing means of communication.

**Does the CodeRED system already have my phone number, or do I need to sign up to receive CodeRED notifications?**

We urge residents to not assume that their information is already included in the system. However, the CodeRED database contains information received from public databases, including regional phonebooks. The homepage on the Village of Barnesville website, [www.barnesvilleohio.com](http://www.barnesvilleohio.com), has a link to the CodeRED Alert Information page. Optionally, you can visit [www.alerts.barnesvilleohio.com](http://www.alerts.barnesvilleohio.com), to register online. If you cannot register online or do not have internet access you can stop into the Barnesville Police Department or at the Barnesville Water Office, to complete a registration form.

**I have a business located in the Village of Barnesville. Can I arrange to have CodeRED contact my business?**

Yes, fill out the CodeRED registration form online and be sure to select "This address is a business" option. Please note that phone messages can only be delivered to a direct dial number. Automated attendants will disrupt the process and the calls will not be delivered. Businesses should register their main number and establish a procedure for distributing the CodeRED message to their workforce.

**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.

### **Is my personal information protected?**

CodeRED is a service of Network Emergency Communications which takes security and privacy concerns very seriously. They will not sell, trade, lease, or loan any data citizen supplied to third parties.

### **How will I recognize a CodeRED message?**

The following phone numbers are used to transmit notifications for CodeRED:

- Emergency Notifications: 866-419-5000
- General Notifications: 855-969-4636
- Weather Notifications: 800-566-9780

Feel free to add those numbers to your contact list. If you need to replay an emergency notification message again, simply dial the number and you will be able to hear the message again.

### **What should I do if I receive a CodeRED message?**

- Listen carefully
- Follow instructions, if instructions is provided
- Don't hang up until you hear the entire message, you may push any button to have the message repeated
- DO NOT call 911 unless instructed to do so (You will only tie up emergency lines) 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 will the system be able to contact me?**

Make sure you have at least one working corded telephone - and be sure to turn the ringer on. The CodeRED sign-up form allows you to indicate both a primary and alternate phone numbers. Cell phone and/or work phone numbers can be entered as an alternate phone number. Both primary and alternate numbers will be contacted when a notification is sent. You can also have the notification sent by email and/or text message.

### **Will the CodeRED system leave a message on an answering machine?**

Yes, the CodeRED system will leave a message on a machine or on voicemail. The CodeRED system will leave the entire message on one pass.

### **What happens if the line is busy?**

If the line is busy, CodeRED will try two more times to connect. A total of three attempts will be made.

### **What circumstances might prevent a message from being delivered to me?**

- If your contact information has changed and you have not registered your new information.
- If you have only cordless phones in your residence, the power is out and you did not register an alternate phone number or means of contact.
- If your line is busy for an extended time and your calls do not forward to voicemail or an answering machine.
- If you have privacy manager on your main phone and you did not register an alternate phone number.

The Village of Barnesville will receive a report of undelivered calls and can instruct the CodeRED system to begin another round of calls to busy numbers. It is best to have an alternate phone number in the calling database for these situations.

### **Does the system work with Cell Phones?**

Yes, the CodeRED system will work with cell phone devices. But, your cell phone will need to have a physical address included with your registration. We encourage you to register your cell phone number and to receive text notifications.

### **Why did CodeRED call me several times?**

If there is no answer and you do not have an answering machine, the number will be attempted up to 3 times.

### **Why did I get a call, but no message was played?**

If you answer and do not say hello, CodeRED will not play automatically. It is trying to determine if it has reached a live person or answering device. If you do not say anything, CodeRED will hang up and retry the number in the next pass of the non-connected numbers.

### **Why did the CodeRED system leave only part of the message on my answering machine?**

CodeRED will leave a message on an answering device. There are many different brands and types of capturing devices for leaving messages. Occasionally, something about the answering device or the beep of the device causes the system to think it has reached a live person and begins playing the message. When the message is left, it only leaves part of the message. They can call back the 866-419-5000 and receive the entire message. This occurrence is rare.

### **Why does my phone ring once and hang up?**

It has called me twice and won't let me answer it. If they have a ring back tone, which plays a song instead of ringing, the system will interpret this as an Operator Intercept and hang up, only to retry the number. They have two options. They can remove the ring back tone or they can contact their cell phone provider and request that the phone number 866-419-5000 for CodeRED be bypassed by this feature.

### **How do I register?**

To register visit [www.alerts.barnesvilleohio.com](http://www.alerts.barnesvilleohio.com) and click on register. If you do not have internet access you may stop into the Barnesville Police Department Monday-Sunday 8am-midnight or at the Barnesville Water Office 8am-4pm Monday-Friday to complete a registration form. If you do not have internet access or transportation you may call the Barnesville Police Department 740-425-1976 or Barnesville Water Office 740-425-3672 to register by phone. The following is required to be added to the CodeRED database: first and last name, physical address (no p.o. boxes), city, state, zip, and primary phone number. Mobile devices may also be registered to receive a text message and phone call. Alternate phone lines will be contacted when an alert is sent that effects you. The system works with cellular phones but requires a physical address to be associated with it. When entering information, please fill out all of the screens because the newest data entered will replace the old data in the system. This also includes the notifications you'd like to receive also. Optionally, you can also add your email address to have alerts emailed to you.

For residents who are hearing impaired, the sign up form offers TDD/TTY ONLY option for tone delivery of emergency messages. Messages delivered to phone numbers marked TDD will only be delivered in a TDD/TTY format.

### **How do I download the app to receive alerts?**

To download the **CodeRED Mobile Alert** App on your iphone or Android device, navigate to iTunes or Google Play and search "CodeRED Mobile Alert." Download the app to your device.

### **What if I do not reside in the Village of Barnesville, but reside in Belmont County?**

As long as you are a resident of Belmont County, you can still receive the CodeRED Alert Notifications, as long as you are in the Belmont County Database. Please follow the same enrollment steps above or visit [www.belmontcounty911.com](http://www.belmontcounty911.com), and click on the CodeRED Icon to enroll, to ensure that your information is in the database.

\*\*\*\*

**The Village CodeRED Notification System will be used for Emergency and General Alert purposes or notifications of information considered to be important for residents to be made aware of.**