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make sure you are connected.



CodeRED Frequently Asked Questions

What is CodeRED and why is Douglas County Using it?

CodeRED is an emergency notification system that allows emergency response personnel to notify residents and business owners during an emergency. Douglas County began using this system on Oct. 1. When its contract with the former provider came up for renewal, the Douglas County Emergency Telephone Service Authority decided to go with a different notification provider. After requesting proposals from a variety of providers, CodeRED rose to the top because of its rate of reliability and because it is user-friendly for dispatchers, who would launch a call.

When will CodeRED be used?

Any message regarding the safety of the community will be disseminated using CodeRED, with the exception of severe weather. Douglas County and its municipalities will send out alerts via phone, text, or email in a variety of emergency situations, including evacuation notices, police activity, fire emergencies and more. Douglas County and its municipalities will only use this system in an emergency.

Why won't I get a call about severe weather?

Douglas County has chosen not to include severe weather alerts because weather in Colorado shifts so rapidly that a message via this system may not be effective. Instead, the County and its municipalities encourage residents to stay tuned to NOAA weather radios and local media during severe weather situations.

How do I sign up?

Visit CRgov.com/CodeRED and enter the required information (address, name, phone number (s), and email.)

What if I do not have the Internet?

Douglas County and its municipalities encourage residents to talk to their family, friends and neighbors for help using the Internet to sign up. In addition, emergency response personnel will be at public events throughout the County to help residents sign up. Dispatchers and other emergency response personnel cannot register users over the phone.

Can I register more than two phone numbers for one address?

Yes. Once you enter two phone numbers, and click "submit," you can visit the CodeRED sign in page again and register additional numbers. At this time, we do not recommend creating a managed account because it will not show all numbers associated with that address at this time. CodeRED is looking to change this feature in the near future.

Can I register more than one address?

The system will not assign one phone number to more than one address. CodeRED is planning to change this feature this year.

Will my phone number automatically be included?

Some Douglas County residents may have been signed up for a previous system that all jurisdictions within the County used. County and municipal agencies are no longer using that system. Though contact information will be transferred to the new system, it is suggested all residents sign up for the new system to ensure they are included in this important effort. Business owners are also encouraged to register their contact information.

Do I need to renew my registration at any time?

Renewals are not necessary as long as contact information does not change. Users who move must reregister.

How is my personal information protected?

CodeRED, the County and all municipalities take privacy concerns very seriously. They will not sell, trade, lease or loan any data citizens supply.

How will I recognize a CodeRED message?

A CodeRED Emergency message will have a caller ID No. of 866-419-5000 and will be identified using the name "Emergency Comm." We suggest programming the number into your cell phone as a new contact and using the name CodeRED Emergency. If you need to replay the emergency notification message again, simply dial the number, and you will be able to hear the message again. Calls to Fire and Police departments could overload the system.

What should I do if I receive a CodeRED message?

Listen carefully to the entire message. You will have the option to repeat the message by pressing any key. Do not call 911 for further information unless directed to do so or if you need immediate aid from the police or fire department. Nonemergency calls into dispatch could overload the system.

I have a landline, 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. In addition, the CodeRED sign-up form allows you to indicate both a primary and alternate phone number. Cell phone and / or work phone numbers can be entered as alternate phone numbers. Both primary and alternate phone numbers will be contacted when a notification is sent.

Will the CodeRED System leave a message on my answering machine? Yes.

What happens if the line is busy?

If the line is busy, CodeRED will try two more times to connect. It is important to register more than one number (for example a cell phone and home phone) because CodeRED will try the user's second preference, should the first line not answer. It will NOT override the current call.

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

- If you do not have a landline and did not register a cell phone or alternate phone number or email.
- If your contact information has changed and you have not reregister your information.
- If you only have a landline at your residence, the power is out and you did not register an alternate phone number.
- If your landline is busy for an extended time and your calls do not forward to voicemail or an answering machine.

CodeRED will NOT override the current call.

- If you have call blocking on your main phone and you did not register an alternate phone. Douglas County 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.

How reliable is this system?

According to national averages, emergency notification systems connect with users 70 percent of the time. CodeRED has been tested in the County, and reports are showing it connects an average of 85 percent of the time. Cell tower connections and technology issues impact these statistics.

What is the CodeRED mobile app?

CodeRED will offer a mobile app for Android and iPhones. Douglas County residents and business owners who download the app will receive CodeRED alerts for the geolocation of the phone. Alerts will include community, emergency and severe weather updates. The Automated Severe Weather Alerts are free for the first 30 days, but to continue use, the user must pay \$4.99 annually. The revenue goes to CodeRED, not the County or individual municipalities. If users do not want to continue the Automated Weather Warnings, they can keep the CodeRED PSA App on their phone for free.

How is this system being funded?

The Douglas County Emergency Telephone Service Authority, which is funded by a monthly 70 cent phone surcharge on all cell phones and landlines within the County, will pay for the system.

DISCLAIMER: The CodeRED™ notification service (the "Service") is provided as a supplemental emergency communication method and should not be relied upon exclusively. Douglas County Emergency Telephone Service Authority (the "Authority") makes no warranties of any kind, either express or implied, with regards to the Service, including without limitation, warranties about the accuracy, completeness, or delivery of any information posted or transmitted by the Authority through the CodeRED™ System. Although CodeRED™ is an important tool for the Authority's use in the event of an emergency, there is no guarantee that notification will reach any particular resident upon activation. By providing the Service, the Authority does not assume a duty of care and does not waive any of the protections of the Colorado Governmental Immunity Act (§ 24-10-101, et seq., C.R.S.). The Authority, its affiliates, agents, or contractors, or their respective employees, shall not be liable for any direct, indirect, incidental, special, reliance, punitive, or consequential damages or for lost profits or revenues or lost data or costs of cover relating to the Service, regardless of the legal theory under which liability is asserted.

CRgov.com/CodeRED

Questions? 303-663-7747 or email us public_notify@Douglas911.org

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