

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

Answer: CodeRED. is a new Chaffee County service by which Emergency Service officials can notify Chaffee 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, or, in the case of a widespread emergency like a hurricane, to the County's entire population.

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

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

Answer: No. We respect 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.

If there is a City or region-wide emergency, all Chaffee County residents will be called and kept up to date on developments.

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

Answer: Severe weather, wildfire, water main breaks, alerts concerning a missing child or adult, community safety emergencies, hazardous material spills in short, any and all emergencies and community alerts, where community safety could be affected.

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

Answer: CodeRED. is an additional measure of safety , we 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, we 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. Thats because CodeRED. is a direct connection between you and Chaffee County..

And unlike hurricanes, many emergencies occur without advance warning. In such cases, you may have no reason to turn on a TV or radio. Thats when CodeRED. can help 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 CodeRED. is going to be able to contact me?

Answer: There are two ways you can continue to receive telephone messages from 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 Collectionsign-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 hurricane or a wildfire. CodeRED. does widen the safety margin by offering 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 your 9-1-1 Authority Board, at a cost of less than 40 cents per resident per year.

Question: Does CodeRED. 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 Chaffee County wants to reach everyone affected by an emergency whether or not they have signed up for CodeRED., two Chaffee County telephone number databases are already available to the system. One is the emergency 9-1-1 database all public safety agencies in Chaffee County use whenever someone dials 9-1-1. The other is a database prepared by the company that supplies CodeRED. service to the County. Both 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: To sign up, click on one of the CodeRED. banners, either at the top or bottom of this page and it will take you to the CodeRED. Residential Data Collection Form you can fill out online. This is the quickest, easiest way to sign up because the information you supply will immediately update Chaffee County's CodeRED. telephone number database.

If you do not have access to the Internet, you can fill out a paper form that will be available at the Chaffee County Sheriff's Office.. This form is a duplicate of the online form.

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

Answer: Yes. 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. Chaffee County respects your privacy.

If you do not want to receive calls, please notify Chaffee County Dispatch Center, in writing. However, we strongly advise you to reconsider. CodeRED. is designed to make certain you receive fast, accurate emergency information directly from the Emergency Service officials whose job is to help protect you and your family.

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

Answer: Emergency Communications Network in Ormond Beach, Florida, provides the service to Chaffee 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.

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

Answer: No, unfortunately. Chaffee 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.

City staff members will regularly check the CodeRED. database and eliminate addresses and telephone numbers not located within Chaffee Countys borders.

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

If you have any further questions about CodeRED., please call Chaffee County Dispatch, 719-539-2596

Darrell Pratt
Assistant Supervisor
911 Coordinator
Chaffee County Sheriff's Office
P O Box 699
Salida, Co. 81201
719-539-2596 (w)
719-539-3648 (f)