

# Important Information Direct from the Town of Orleans To Your Home:

## ***What YOU should know about the Town of Orleans' CodeRED® service***

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

**Answer:** CodeRED® is a new Town of Orleans service by which Orleans officials can notify Town 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 Town's entire population.

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

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

**Answer:** No. The Town of Orleans 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.

If there is a Town or region-wide emergency such as a hurricane, all Town of Orleans residents will be called and kept up to date on developments.

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

**Answer:** Hurricanes and other types of severe weather, wildfire, water main breaks, alerts concerning a missing child or adult, road closings, traffic alerts, law enforcement emergencies, hazardous material spills – in short, any and all emergencies and community alerts.

**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 Board of Selectmen 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 Town 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 the Town of Orleans*.

And unlike hurricanes, 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 Town 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 the Town going to be able to contact me?**

**Answer:** There are two ways you can continue to receive telephone messages from the Town 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 hurricane or a wildfire. CodeRED® *does* widen the safety margin by offering Town 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 Town of Orleans at a cost of less than 40 cents per resident per year.

**Question: Does the Town 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 the Town wants to reach everyone affected by an emergency whether or not they have signed up for CodeRED®, two Orleans telephone

number databases are already available to the system. One is the emergency 9-1-1 database all public safety agencies in Barnstable County use whenever someone dials 9-1-1. The other is a database prepared by the company that supplies CodeRED® service to the Town. 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:** The home page of the Town of Orleans' website, (<http://www.town.orleans.ma.us/>), has a link to a 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 the Town'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 Town Hall in the Town Clerk's office. This form is a duplicate of the online form. Or if you prefer, you can call the Orleans Police Department (508-255-0117), Monday through Friday, (8AM-4PM) to give their information over the phone. Required information includes first and last name, street address (physical address, no P.O. boxes), city, state, zip code, and primary phone number, additional phone numbers (optional).

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

**Answer:** Yes. Go to the Town's website (<http://www.town.orleans.ma.us/>) 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. The Town respects your privacy.

If you do not want to receive calls, please notify the Orleans Police Department, 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 Town 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 Orleans. 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 Orleans, but I am not a resident. Can I sign up for CodeRED®?**

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

For updates, you can also check local news media sources and visit the Town's website, [www.town.orleans.ma.us](http://www.town.orleans.ma.us).

Police Department staff members will regularly check the CodeRED® database and eliminate addresses and telephone numbers not located within Town of Orleans' borders.

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

***If you have any further questions about CodeRED®, please call the Orleans Police Department at (508)255-1117.***