



## Frequently Asked Questions

### What is CodeRED and why is it important to me?

CodeRED is an emergency notification service that allows emergency officials to notify residents and businesses by telephone, cell phone, text message\*, and email regarding time-sensitive general and emergency notifications. Only authorized officials have access to the CodeRED system to issue messages.

*\*NOTE: Standard text messaging rates may apply based on the subscriber's plan with their mobile phone carrier.*

### When will CodeRED be used?

Any message regarding the safety, property or welfare of the community will be disseminated using the CodeRED system. These may include AMBER alerts, notifications of hazardous traffic or road conditions, boil water advisories, or evacuation notices.

### Does the CodeRED system replace other systems that have been used to provide time-sensitive information to residents?

This system is an enhancement to existing means of communication and is meant to supplement, not replace, other systems used for mass notification.

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

The CodeRED database contains information received from public databases, including regional phonebooks. **However, no resident should assume that their information is in the system.**

You can register online at [www.stpaul.gov/CodeRED](http://www.stpaul.gov/CodeRED). **Internet access is required for sign up.** Please visit your local library if you require Internet access.

If you have questions, you can call 651-266-6350 and speak with an SPRWS customer service rep.

### What if I want to register additional phone numbers for my address?

After you submit the initial registration form, you may start the registration process again and submit more phone numbers for the same address.

### I have a business located within Saint Paul Regional Water Services' service area. Can I arrange to have CodeRED contact my business?

Yes. Fill out the online CodeRED registration form, and be sure to select the "This address is a business" option.

**Please note: Emergency calls 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.

### Is my personal information protected?

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

### How will I recognize a CodeRED message?

A CodeRED emergency message will have a caller ID of 866-419-5000.

A CodeRED general message will have a caller ID of 855-969-4636.

We suggest you program the numbers into your cell phone as new contacts and use CodeRED Emergency and CodeRED General, respectively, as the contact names. If you need to replay the 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 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.

### 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.

The online 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 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 in one pass.

### What happens if the line is busy?

If the line is busy, CodeRED will try two more times to connect.

### 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 only have a landline at your residence, the power is out, and you did not register an alternate phone number.
- If your line is busy for an extended time and your calls do not forward to voicemail or an answering machine.
- If you have a privacy manager on your main phone and you did not register an alternate phone number.

The agency sending out the message 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.



Keeping citizens informed.

**Get alerts where you are!**

**Download the CodeRED  
Mobile Alert application!**

When you sign up online, you can request the CodeRED Mobile Alert app that allows your phone to receive notifications if it is within the area where an alert is issued.

It is geo-aware, meaning you will receive alerts from this app based solely on your location.

*Please note:  
Standard data rates may apply.  
Check with your phone carrier.*



Scan this QR Code to download the free CodeRED Mobile Alert app.

*For cell phone data and text use: Standard data fees and text messaging rates may apply based on your plan with your mobile phone carrier. As mobile access and text message delivery is subject to your mobile carrier network availability, such access and delivery is not guaranteed. Any costs associated with use of this service are the sole responsibility of the subscriber.*



Keeping citizens informed.

**One Sign Up.**

**Three agencies.**



Saint Paul Regional Water Services, Ramsey County Sheriff's office, and Saint Paul Public Works have joined forces to share information to help keep you informed.

When you sign up for CodeRED alerts with any one of our agencies, you are now automatically registered with all three.

If you previously registered with one agency, you are now registered with the other two.

The CodeRED system uses geographic location technology (addresses) to send targeted notifications that could include lost, abducted or missing children; sex offender notifications; crime alerts; fires and evacuations; sewer testing; and water related notifications.

You can sign up at [www.stpaul.gov/CodeRED](http://www.stpaul.gov/CodeRED).

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Keeping citizens informed.



Code Red is an emergency notification system used by Saint Paul Regional Water Services, Saint Paul Public Works, and the Ramsey County Sheriff to alert residents of time-sensitive information and emergency notices.

**Sign up for CodeRED  
notifications at  
[www.stpaul.gov/CodeRED](http://www.stpaul.gov/CodeRED)**