

CodeRED FAQs

What is CodeRED and what is it used for?

CodeRED is a web-based critical communication solution that enables local public safety personnel to notify residents and businesses by telephone, text message, email, and social media of time-sensitive information, emergencies, or urgent notifications. The system can reach hundreds of thousands of individuals in minutes to ensure information such as evacuation notices, missing persons, inclement weather advisories, and more are quickly shared. Only authorized officials have access to send alerts using the CodeRED system.

When will CodeRED be used?

Any message regarding the safety of our residents and community will be disseminated using CodeRED. We will send out alerts via phone, text, email, and social media in a variety of situations including boil water notices, gas leaks, evacuation notices, police activity, fire emergencies, missing persons, and more. This is a community alert system to ensure you remain informed of important information. Please keep in mind that as you register to receive CodeRED alerts, you have the ability to select the types of messages you wish to receive and your preferred means of communication.

Is there a cost to register for CodeRED?

No, registering for CodeRED phone calls, text messages, and email are free. Simply sign up on our enrollment website and select your preferred means of communication.

How will I know when CodeRED is calling?

A CodeRED message will have the caller ID #866-419-5000 for emergencies and caller ID #855-969-4636 for non-emergencies. We suggest that you program these numbers into your cell phone as a “new contact” and use “CodeRED” as the contact name. If you need to replay the message received, you can dial this number and listen to the message again in its entirety.

Why is CodeRED important to me?

CodeRED is an important tool to help keep you informed and prepared for any emergencies that may occur in our area. Officials will send messages to alert you of emergency details, instructions, or precautions that you need in order to make well-informed decisions and remain safe. This system is precise enough to geotarget residents within an exact area of impact, so that only those people who are affected by an emergency situation are notified.

How do I sign up?

Visit our website (southstrabane.com) and click on “Code Red” under the “Services” tab. This page will provide a link to enroll. Enter the required information online (address, name, phone number(s), and email). This is the quickest way to sign up because the information you supply is immediately registered in the system. If you do not have Internet at home, please consider visiting a library or asking a friend or family member for assistance.