

## CodeRED Automated Notification System

**Purpose:** The CodeRED system may be used for significant incidents and events where the timely notification of an effected population or geographic area of the City is essential or highly desirable. Routine, non-emergency use of CodeRED is discouraged, especially when other systems exist for providing the communication.

**Examples:** Some examples of the types of incidents or events where the CodeRED system may be effective in notifying our citizens include the following:

### Administration

Governmental information of importance to citizens where other forms of communications are not timely enough.

### Environmental (Natural Disasters)

Fires	Floods
Dangerous Water conditions	Water Safety Alerts
Dam/Levy Breaks	

### Search and Rescue

Missing Children	Missing Elderly
Missing Disabled	Evacuation Notices
Evacuation Routes	

### Crime

Prisoner Escape Warning	Neighborhood Crime Watch
Sexual Predator Alert	

### Man-Made Disasters

Terrorism Threats	Bomb Threats
Nuclear Hazards	Bio Terrorism Threats
Chemical Spills	Gas Leaks
Hazardous Material Emergencies	Hostage Situations

### Public Works

Drinking Water Contamination	Utility Outages
Street Closings	Public Notifications

**Authorization:** In emergency situations, Incident Commanders are authorized to initiate usage of the CodeRED system when necessary and/or desirable in management of incidents. Incident Commander shall direct the Public Safety Answering Point, Polk County Emergency Management, or Polk County Public Health to launch the notification.

In non-emergency situations, Department Directors shall approve instances in which the system is used.

**Quality Control:** Personnel shall complete a review of the audio message, geographic area affected by the CodeRED message and the date/time that it is scheduled to be broadcast.

### **Community Notification Enrollment:**

- Members of the public with unlisted numbers or cellular phones may enroll for notification via the Polk County Emergency Management website. This is the most accurate way of obtaining citizen data.
- <http://www.polkcountyia.gov/EmergencyManagement>

**Enrollment Approval:**

- Polk County Emergency Management shall check the website weekly to approve those enrolling
- Unless overwhelming reason exists to deny enrollment, those requesting enrollment shall be approved.
- Launch Internet Explorer and log on to [www.coderedweb.net](http://www.coderedweb.net)
- In the gray box located on the left hand side of the screen labeled “CodeRED Clients”, click “Log in”
- Log in using your assigned LOGIN and Password. They are both case sensitive so you need to enter them exactly as they appear.
- You are now at the “Start Page”
- On the left of the “Start Page” is a box labeled “Residents Awaiting Approval”
- Click on “Review Pending” followed by “Approve All Records” to approve enrollment

**Citizen Complaints:**

Citizen complaints regarding the use of the system shall be handled by the department responsible for the message in question.

**Performance:**

System performance issues are the responsibility of Polk County Emergency Management and should be forwarded to the Agency for resolution with the vendor.

**Access:**

Each Public Safety Answering Point, Polk County Emergency Management and Polk County Health Department shall be provided with a password and sub-account which will allow for launching notifications and auditing of the minutes used under the contract.

Each Department that uses the system shall designate a liaison that will be trained on how to use the system.

- Launch Internet Explorer and log on to [www.coderedweb.net](http://www.coderedweb.net)
- In the gray box located on the left hand side of the screen labeled “CodeRED Clients”, click “Log in”
- Log in using your assigned LOGIN and Password. They are both case sensitive so you need to enter them exactly as they appear.
- You are now at the “Start Page”, containing 3 icons
  - “CodeRED Communications Center” – where you go to launch all call
  - “Maintenance Function” – where you maintain calling lists
  - “Job Statistics” – where you can see the stats of the various jobs launched

**Launch by Calling List:**

- From the “Start Page” click on the “CodeRED Communications Center” icon
- Click on the “Calling List” icon
- Click on the list that you would like to call. (You may select multiple Calling Lists by holding down the control key while clicking)
- Then click on the “Continue” button
- On the “Job Submission” page you will need to fill out the following information
  - Contact phone number (CodeRED is the only one who will see this)
  - Contact email address (allows you to get an email notifying you of your job stats once the job has completed)
  - A job description that is very specific to the call to help when you need to reuse job numbers
  - The requesting agency should also be identified
- Click the “AutoRecall” box (once checked, the job will automatically re-dial all the non-connects if the connection rate is below 60%)
- Click the “Email Notification” box

- Click the “Submit Job” button located at the bottom of the page
- On the second “Job Submission” page you will see detailed instructions on how to initiate the call for your job using CodeRED’s toll-free “Interactive Voice Response” (IVR) telephone system.

### **Launch by Mapping Interface:**

- From the “Start Page”, click on the “CodeRED Communications Center” icon
- Click on the “Mapping Interface” icon
- Define the areas in which you would like to call by using the mapping tools located to the left of the map
- Once you have shaded the area desired for your call, click “Update Count” to secure your selection.
- Click “Continue Call” (If the area shaded does not generate any calls, you will not be able to proceed past this point)
- You will then be prompted to choose a calling list(s) if desired for your job. To add more than one calling list, hold the control key down while clicking. If no calling list is desired, or when you are done selecting them, click “Continue”
- You will now be on the “Job Submission” page. On the “Job Submission” page you will need to fill out the following information
  - Contact phone number (CodeRED is the only one who will see this)
  - Contact email address (allows you to get an email notifying you of your job stats once the job has completed)
  - A job description that is very specific to the call to help when you need to reuse job numbers
  - The requesting agency should also be identified
- Click the “AutoRecall” box (once checked, the job will automatically re-dial all the non-connects if the connection rate is below 60%)
- Click the “Email Notification” box
- Click the “Submit Job” button located at the bottom of the page
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### **Launch by Quick Radius Selection:**

- From the “Start Page”, click on the “CodeRED Communications Center” icon
- Click on the “Quick Radius Selection” icon
- Fill in the specific address and the radius around the address for which you would like to call. (It is not necessary for you to enter full miles. You can enter any number down to 1/100<sup>th</sup> of a mile.
- Click “Continue”
- Once you verify that the area showing up on your screen is in fact the area you would like to call, click on the “Yes” button. Otherwise, click “No” and go back and reenter your address or radius selection.
- You will then be prompted to choose a calling list(s) if desired for your job. To add more than one calling list, hold the control key down while clicking. If no calling list is desired, or when you are done selecting them, click “Continue”
- You will now be on the “Job Submission” page. On the “Job Submission” page you will need to fill out the following information
  - Contact phone number (CodeRED is the only one who will see this)
  - Contact email address (allows you to get an email notifying you of your job stats once the job has completed)
  - A job description that is very specific to the call to help when you need to reuse job numbers
  - The requesting agency should also be identified
- Click the “AutoRecall” box (once checked, the job will automatically re-dial all the non-connects if the connection rate is below 60%)
- Click the “Email Notification” box
- Click the “Submit Job” button located at the bottom of the page

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### **Launch by All Call/Resident All Call/Business All Call:**

- From the “Start Page”, click on the “CodeRED Communications Center” icon
- Click on either the “All Call” icon, the “Resident All Call” icon or the “Business All Call” icon depending on the type of All Call you want to launch
- This will pull up a screen that tells you how many calls you will be generating
- You will then be prompted to choose a calling list(s) if desired for your job. To add more than one calling list, hold the control key down while clicking. If no calling list is desired, or when you are done selecting them, click “Continue”
- You will now be on the “Job Submission” page. On the “Job Submission” page you will need to fill out the following information
  - Contact phone number (CodeRED is the only one who will see this)
  - Contact email address (allows you to get an email notifying you of your job stats once the job has completed)
  - A job description that is very specific to the call to help when you need to reuse job numbers
  - The requesting agency should also be identified
- Click the “AutoRecall” box (once checked, the job will automatically re-dial all the non-connects if the connection rate is below 60%)
- Click the “Email Notification” box
- Click the “Submit Job” button located at the bottom of the page
- On the second “Job Submission” page you will see detailed instructions on how to initiate the call for your job using CodeRED’s toll-free “Interactive Voice Response” (IVR) telephone system