

## What **YOU** should know about Weston's Code**RED**<sup>®</sup> service

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**Question: What is Code**RED** and why is it important to me?**

**Answer:** Code**RED** is a service by which authorized Town officials can notify Weston residents and businesses by telephone, e-mail or text messages 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 Code**RED** system (up to 60,000 calls per hour) is so significant that we are able to send a message to affected households almost as quickly as town officials become aware of the situation.

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

**Answer:** No. We respect your privacy. Code**RED** will only be used 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, Code**RED** will only call you and your neighbors to deliver an important localized alert. However, if there is a town or region-wide emergency such as a hurricane, all residents may be called.*

**Question: Do I have to pay extra for Code**RED** service?**

**Answer:** No. Code**RED** is entirely paid for by your tax dollars at a cost of less than 50 cents per resident, per year.

**Question: What kinds of situations will Code**RED** be used for?**

**Answer:** Hurricanes and severe weather, health alerts, water main breaks, alerts concerning a missing child or adult, law enforcement emergencies, hazardous material spills – in short, emergencies where the public will benefit from such a call.

**Question: Why do I need Code**RED** when I have radio and TV to keep me informed?**

**Answer:** Code**RED** is an additional measure of safety. If power goes out, you may not be able to depend upon radio and TV. However, because telephone lines are self-powered, the town may be able to get through with an emergency message where you may not be able to get it otherwise. In addition, if you choose to receive alerts by text or e-mail, these messages may get through even though you are without power.

Even if you have power, Code**RED** 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 Code**RED** is a *direct connection between you and town emergency personnel.*

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 Code**RED** can help alert you *immediately*, and advise you to take appropriate action.

**Question: How do I sign up for Code**RED**?**

**Answer:** Go to the Town's website at [www.westonct.gov](http://www.westonct.gov) where you will see a "Sign-Up for Code**RED**" link. This link will take you to the "Community Notification Enrollment" form that you can complete on-line. This is the quickest and easiest way to sign up because the information you supply will immediately update the Code**RED** telephone number database.

**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.

1. Make sure you have at least one working corded phone that does not require power.
2. The **CodeRED** *Community Notification Enrollment* 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 cellular 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.

**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. If your number is listed, the Town will have access to it to add to the database. However if your phone number is unlisted you will have to sign up via the *Community Notification Enrollment* form on the Town's website.

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

**Answer:** Yes. Go to [www.westonct.gov](http://www.westonct.gov) and click on the **CodeRED** link. When the *Community Notification Enrollment* form opens, select the "Business" button under the "Contact Addresses and Communications" section and fill in the required information. Please note that *emergency calls can only be delivered to a direct dial number*. Automated answering systems that require choosing Call Options will disrupt the process and calls will not be delivered.

**Question: Can I choose NOT to receive CodeRED messages?**

**Answer:** Yes. The Town of Weston respects your privacy. If you do not want to receive calls, please notify the Town of Weston Web Master at [www.webmaster@westonct.gov](mailto:www.webmaster@westonct.gov) or call 203-222-2656. 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: I live near Weston, but I am not a resident. Can I sign up for CodeRED?**

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

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If you have questions about the **CodeRED** system, please call Officer Joe Miceli at 203-222-2600.