

CODERED Frequently Asked Questions

What is CODERED?

The CODERED Emergency Notification System is a fast communication service allowing the City of Forest Park to notify citizens of an emergency situation. It enables the City of Forest Park to provide mass notification quickly and easily. This service is free to all City of Forest Park residents and businesses located within our incorporated limits.

How will I benefit from this service?

This high-speed telephone system will allow the City of Forest Park to contact participants to provide information about a critical situation, what action needs to be taken, and notification that the situation has been resolved.

What do I have to do to receive this benefit?

To receive CODERED and Weather Warning calls, you must register your home, cell phone, or business phone number in the CODERED database. If you would like to join the Weather Warning program, please check the Weather Warning box on the registration form before your submit. [Click Here to Sign up for CODERED and CODERED Weather Warning](#)

How does it work?

CODERED delivers the important message through a high-speed telephone calling system to a phone number on the CODERED database. City staff will access CODERED via a secure portal on the web. A “call area” will be marked identifying street addresses. Telephone numbers will be matched up electronically to these addresses through the use of Geographical Information Systems (GIS). A pre-recorded message will be sent out via telephone with information about the incident and possibly instructions for action to be taken.

What should I do if I receive a CODERED message?

- ❖ Listen Carefully
- ❖ Follow Instructions
- ❖ **DO NOT** hang up until you hear the whole message. (*Please note: The message will not be repeated.*)
- ❖ **DO NOT** call 9-1-1 unless instructed to do so (*This will only tie up emergency lines*)

What should I do if I don't receive a message?

Your area of the community may not be affected. In which case, you won't receive a call even if it's only a block away.

Will the system work with cell phones?

Yes. However, your cell phone needs to be associated with your City of Forest Park address. We encourage you to register your cell phone number.

What is CODERED used for?

CODERED will be used for significant incidents and events where the timely notification of an affected population or geographic area is essential.

How Do I Register?

The following information is required to add a telephone number into the “CODERED” database: first and last name; address (physical address, no P.O. boxes); city; state; zip code; and primary phone number. A primary phone number is most likely the identified home phone number. An alternate phone number, such as a mobile phone, can also be entered and both the primary and alternate line will be contacted in the event of an emergency. The system works with cellular phones but requires a City of Forest Park street address. When entering information, please fill out all of the screens because the newest data entered will replace the old data.

For those who are hearing impaired the sign up form offers a TDD ONLY option for tone delivery of emergency messages. Messages delivered to phone numbers marked TDD will only be delivered in a TDD/TTY format. Residents without Internet access may visit any library in Clayton County to use a computer to register.

THIS SYSTEM WILL BE USED FOR EMERGENCY PURPOSES OR NOTIFICATION OF INFORMATION CONSIDERED TO BE VITALLY IMPORTANT.

Examples of times when the CODERED system could be utilized: drinking water contamination, utility outage, evacuation notice, missing person, fires or floods, bomb threat, hostage situation, chemical spill or gas leak, and other emergency incidents where rapid and accurate notification is essential for life safety.