

Rice & Steele County's Emergency Notification System

Frequently Asked Questions

What is An Emergency Notification System?

An Emergency Notification System is a system that allows government entities to contact citizens in the event of an emergency in their area. The system has several different methods of contacting citizens including traditional residential landlines, business lines, voice pagers, VoIP or digital "cable" phones, and cell phones.

Do the communities in Rice and Steele County Have An Emergency Notification System?

Yes, Rice & Steele County, along with the Cities of Northfield, Faribault and Owatonna have contracted with Emergency Communications Network, Inc., of Ormond Beach, Florida, for its "CodeRED®" high-speed telephone emergency notification services. The CodeRED® system gives the City & County Officials of Rice & Steele County the ability to deliver pre-recorded emergency telephone notification/information messages at a rate of up to 1,000 calls per minute.

How Can I Be Certain I can be Contacted?

CodeRED® updates the RSC 911 database every year. If your phone number is unlisted, you have recently moved, or if you only have a cellular phone, we may not have your information. Even if you have a listed home phone number, you should still register.

Does Code Red Support TTY/TDD for the Hearing Impaired?

Yes. When you go to register using the online form you must click on the TTY/TDD option on the bottom of the page.

What Information Do I Need to Supply?

Since the CodeRED® system works on geographical location, you must enter your physical address, city, and zip code into the system as well as the phone numbers that you wish to receive the CodeRED messages from the RSC 911 Center.

Do I have to pay extra for the CodeRED® service?

No. CodeRED® is a shared system, entirely paid for by Rice County, Steele County, and the Cities of Northfield, Faribault and Owatonna.

Does this mean the City will be calling me constantly?

No. The Counties and Cities respect your privacy. CodeRED® will be used only when urgent situations arise that you should know about.

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

Yes. Using the online registration form be sure that when the Residential Data Collection form opens you click on the button labeled "Click to Switch to Business Data" and fill in the required information. Please note that emergency calls can only be delivered to a direct dial number. Automated attendants will disrupt the process and calls will not be delivered. You may also want to consider excluding some business numbers if you use a PBX system to avoid overloading your system when multiple calls begin coming in. For additional information about CodeRED® visit www.coderedweb.com