



## ***Frequently Asked Questions about***

What is **CodeRED®** and why is it important for me?

Code red is a Lee County service by which residents and businesses are notified by telephone, text, and/or email regarding emergencies or critical protective actions required to safeguard life and property. The system will be used solely at the direction of public safety officials as determined necessary and useful by the activating official. Potential uses include: hazardous chemical releases, evacuations, law enforcement actions, etc.

If I register, will I receive nuisance calls?

No. Lee County and participating agencies respect your privacy. The system will only be used for emergency notifications and messages will be targeted to only areas which need to be notified, for instance, if an island needs to be evacuated; only *that* island's residents will receive notification.

Why do I need **CodeRED®** if I have access to radio and broadcast/cable television?

This system is a supplemental notification method in addition to broadcast media as people are not always watching TV or listening to the radio. Additionally, Emergency Management **HIGHLY** recommends each household have a NOAA *Weather Radio* for notification of rapidly developing weather-related emergencies. Call emergency management for more information about NOAA weather radios or see <http://www.weather.gov/nwr/> for more information.

I have a cordless phone, how will **CodeRED®** help me if I lose power at my house?

If you have registered your cellular phone number or email-enabled mobile device, you will receive notifications on those devices just as you would on a home phone. Additionally, if you have a landline in your home, it's wise to maintain an "old fashioned" (dumb) telephone device which requires no power except that which comes through the phone line. Go to [www.sheriffleefl.org](http://www.sheriffleefl.org) and click on the **CodeRED®** icon to register those additional devices.

Do I have to pay for this service?

No. Agencies and municipalities in Lee County provide this critical service from their operating budget to enhance community safety. Receiving a call may deduct from cell phone plan minutes, however. Calls will typically be less than 2 minutes.

Does the **CodeRED®** system have my phone number already, if so, why do I have to register?

The system uses information in the E9-1-1 system; this system does not include cell numbers or VOIP numbers. If you use cellular phones or a VOIP phone, you should add those numbers to the database to provide a redundancy in our ability to notify you of emergency information.

How do I sign up for **CodeRED®**?

One can add their personal contact information by logging onto the website of any participating public safety agency or to the Lee County Sheriff's Office website [www.sheriffleefl.org](http://www.sheriffleefl.org) and clicking on the CodeRED icon. Anyone without internet capabilities can register their information online through the Lee County Library's Reference Desk or, lastly, by calling the system administrator at the Lee County Sheriff's Office at 239-477-1228, Monday through Thursday, 7 a.m. to 5 p.m.



*Mike Scott*

**Office of the Sheriff**



**State of Florida**

**County of Lee**

**Can I get emergency notifications for my place of business?**

One can add their business contact information by logging onto the website of any participating public safety agency or to Emergency Management's website [www.LeeEOC.com](http://www.LeeEOC.com) and clicking on the CodeRED icon. Once you are redirected to the registration page, click the box marked "Business" to proceed.

**Can I opt out and choose NOT to get emergency warning calls?**

Yes, but why would you not want to be notified of an emergency in your area? The Public Safety agencies and municipalities respect your privacy and will not use the system frivolously. You will only receive calls to warn you of impending danger or with protective action information. If you don't wish to be called, you must notify the system administrator at Lee County Sheriff's Office IN WRITING to be removed from the call list. Please, consider this decision carefully.

