Sign Up For CodeRED™ Today to Get City Notifications Delivered Right to Your Phone

CODE RED®
Emergency Communication Made Easy.

The City of Fort Lauderdale encourages residents and business owners to register for CodeRED™, which is a high-speed telephone notification system that delivers emergency and other information to registered phone numbers. In the event of a hurricane, utility outage, water main break, terrorist incident, or other life safety matter, the City will activate CodeRED™ to send emergency telephone notifications to our residents. The City may also utilize CodeRED™ for non-life safety matters such as planned road closures, water main repairs, etc.

Fort Lauderdale residents and business owners can sign up for CodeRED™ in one of two ways:

- Visit the City of Fort Lauderdale's website at www.fortlauderdale.gov and click on the CodeRED™ image, or

- Contact the City of Fort Lauderdale 24-Hour Customer Service Center at (954) 828-8000 or online at www.fortlauderdale.gov/customerservice

A few important things to know about CodeRED™ are listed below. For additional information, please contact the 24-hour Customer Service Center at (954) 828-8000.

- When the City issues a CodeRED™ emergency notification, the 24-hour Customer Service Center phone number, (954) 828-8000, will appear on the caller ID.
- There is no fee to register for or to participate in the service.
- The information provided during the CodeRED™ registration process is kept confidential.
- CodeRED™ notifications may also be supplemented with emails and/or text messages.

A Note about Cell Phones

The Federal Communications Commission (FCC) prohibits CodeRED™ from calling a cell phone except in life safety emergencies when a designated "Emergency Database" calling list is used. Unless a cell phone number is provided as part of a resident's Utility Billing contact information or by manually registering online or through Customer Service, it will not be included in the CodeRED™ "General Database" used for non-life safety matters. Residents who only have cell phones need to manually register for CodeRED™ via the City's website or by calling Customer Service at (954) 828-8000.

- Notifications cannot be delivered to phone numbers with a privacy lock feature. To ensure messages are received, residents should either turn off the privacy lock feature during emergencies, enter (954) 828-8000 on their "safe list" of phone numbers, or enter a cell phone number when registering for the service.
- Residents who have already registered for the service but would like to update their phone number or add another phone number can do so by registering again.
- The CodeRED™ telephone database is generated from the City's Utility Billing records, Geographic Information Systems (GIS) mapping layers, and manual CodeRED™ registrations completed online or through Customer Service. The City or CodeRED does not have access to cell phone databases.

For more information about registering for the City's CodeRED™ notification system, please contact the 24-hour Customer Service Center at 954-828-8000 or online at www.fortlauderdale.gov/customerservice.