

## **Emergency Notification Systems**

Emergency Notification Systems, or ENS, are systems to provide mass notification of residents in the event of an emergency. The City of Sugar Creek has chosen to use the Emergency Communications Network, Inc. Code RED system as a means to notify residents by phone.

Code RED is a telephone notification system that can dial up to 60,000 phones an hour and deliver a recorded message. The system can be used by a department head or manager with City Administrators approval. If a department head or manager needs to deliver mass notification, they will use the digital map online provided by Code RED, to define an area that requires a message and Code RED will automatically target the entire phone numbers in that defined area for the emergency message. When the department head or manager initiates the notification, the recorded message is “blasted” to all the phones in the defined area in a very brief period. Busy numbers will be redialed a preset number of times. Code RED also has the ability to store predefined lists of names and phone numbers that can be activated for specific notifications.

Although Code RED can leave a message on a telephone answering machine, citizens may not receive the message because of noise levels on the recorder and the length of the prerecorded message.

When a resident receives a Code RED message, they should, listen carefully. The message will be brief and not repeated. They should follow the instructions given. They may be directed to a commercial TV or radio station for further information. Encourage citizens not to hang up until they have heard the entire message. They may miss important information. They should not call 9-1-1 for further information unless directed to do so. This will only tie up the emergency lines.

### **Code RED message**

The message is normally recorded by a department head /manager. It is a true recorded message and not computer generated. The message will always begin with a statement that *this is the City of Sugar Creek Parks, Police, City Hall or Public Works department*. The message will then state if the call is an emergency or non-emergency situation and should last for no longer than 15 seconds.

The text of the message and further instructions would follow. The messages will generally be brief and if further instructions are necessary, citizens may be directed to turn to a commercial radio or TV station.

The city purchased listed phone numbers from a commercial database to initially set up the system. Now asks citizens and business owners to sign up on the city’s website to ensure delivery of messages. Caller ID will display Code RED calls with the following number: 999-911-9999.

**A privacy manager service will defeat any Code RED calls from being received.**

If a resident is uncertain or desire additional numbers to be notified, direct them to [www.sugar-creek.mo.us](http://www.sugar-creek.mo.us) click on the Code RED link. If resident does not have access to the Internet they can call our station at: 816-252-5560.

### **Code RED May be used**

The primary use of Code RED is to notify city residents of an immediate emergency. It can be used to define an area for evacuation or 'shelter in place' notifications for incidents such as a hazardous material spill or major gas leak. It can also be used to direct residents to a specific TV or Radio station for further important details and instructions. It may alert residents to shelters during weather or power emergencies. Code RED can also be used to alert a neighborhood to watch for a lost child, an impaired individual who has walked away, or dangerous individuals that may be in the area.