



Keeping citizens informed.



The Town of Lake Clarke Shores has contracted with Emergency Communications Network, Inc., of Ormond Beach, Florida, for its “CodeRED” high-speed telephone emergency notification services.

CodeRED is another vitally important service for our residents and another way your Lake Clarke Shores’ Officials are seeking to improve public communication and reach out to residents.

CodeRED Frequently Asked Questions

What is CodeRED and why is it important to me?

CodeRED is an emergency notification service that allows Town officials to notify residents and businesses via telephone, cell phone, text message, email, and social media regarding time-sensitive general and emergency notifications. Residents also have the option to receive CodeRED weather warning alerts within seconds after being issued by the National Weather Service.

When will CodeRED be used?

Any message regarding the safety, property or welfare of the community will be disseminated using the CodeRED system. A few examples may include law enforcement emergencies, boil water advisories, road closures, or water main break.

If you choose to receive “general” notifications, you will receive alerts of upcoming events happening in Town.

Does the CodeRED system replace other systems that have been used to provide time-sensitive information to residents?

YES. This system replaces the “GEOCAST/Reverse 911” platform that the Town had in place with Palm Beach County.

Does the CodeRED system already have my telephone number, or do I need to sign up to receive CodeRED notifications?

The CodeRED database contains information received from public databases, including regional phonebooks which are **landlines only** and does not include cell phones or VOIP numbers. **PLEASE NOTE:** If you registered your cell phone number with the Town for the “GEOCAST/Reverse 911” notifications, you will want to register again with CodeRED to ensure you are receiving the notifications you want.

[Click here to register for CodeRED](#)

I have a business located in Lake Clarke Shores. Can I arrange to have CodeRED contact my business?

Yes. Fill out the CodeRED registration form but be sure to select the “This address is business” option. Please note that emergency calls can only be delivered to a direct dial number. Businesses should register their main number and establish a procedure for distributing the CodeRED message to their workforce.

What if I want to register additional numbers for my address?

After you submit the initial registration form, you may start the registration process again and submit more numbers for the same address.

Is my personal information protected?

CodeRED is a service of Emergency Communications Network which takes security and privacy concerns very seriously. They will not sell, trade, lease or loan any data citizen supplied data to third parties.

How will I recognize a CodeRED message?

- A CodeRED Emergency message will have a caller ID of 866-419-5000.
- A CodeRED General message will have a caller ID 855-969-4636.

We suggest you program both numbers in your cell phone as a “new contact” and use “CodeRED Emergency” and “CodeRED General” as the contact name. If you need to replay the emergency notification message again, simply dial the number and you will be able to hear the message again.

What should I do if I receive a CodeRED message?

Listen carefully to the entire message. You will have the option to repeat the message by pressing any key.

Will the CodeRED system leave a message on an answering machine?

Yes, the CodeRED system will leave a message on a machine or on voicemail. The CodeRED system will leave the entire message in one pass.

What happens if the line is busy?

If the line is busy, CodeRED will try two more times to connect.

What circumstances might prevent a message from being delivered to me?

- If your contact information has changed and you have not registered your new information.
- If you have only cordless phones in your residence, the power is out and you did not register an alternate phone number.
- If your line is busy for an extended time and your calls do not forward to voicemail or an answering machine.
- If you have a privacy manager on your main phone and you did not register an alternate phone number.

What is CodeRED Weather Warning?

Residents can also sign up for weather warnings while signing up for the CodeRED. The CodeRED weather warning will automatically notify you when severe weather warnings are issued by the National Weather Service for your address. The CodeRED Weather Warning System calls only when warnings are issued and only if your address is in the path of the storm.

Is there an app for CodeRED?

Yes. The CodeRED Mobile Alert App can be downloaded for free on Google Play and iTunes. Click on the CodeRED Get it Now logo.

