

**CITY OF OAKWOOD
ADMINISTRATIVE POLICIES AND PROCEDURES**

POLICY NO. 12

SUBJECT: CodeRED TELEPHONE NOTIFICATION SYSTEM

DATE: NOVEMBER 15, 2006

REVISED: AUGUST 4, 2023

RECOMMENDED BY:



ALAN HILL, PUBLIC SAFETY DIRECTOR

APPROVED BY:



NORBERT S. KLOPSCH, CITY MANAGER

POLICY: This policy sets forth the general provisions and guidelines for the use of the CodeRED notification system.

PURPOSE:

- A. CodeRED is a web and telephone-based system used to call households and businesses using geographic mapping criteria or preset / preprogrammed call lists. The CodeRED system has been designed to be a secure and rapid way to notify Oakwood residents, businesses, visitors, and employees of emergencies or other important information.
- B. CodeRED services are provided to the City of Oakwood by Emergency Communication Network, Inc. through a contractual agreement with the Miami Valley Communications Council (MVCC).
- C. CodeRED is based on a technology called RealCall. The RealCall call center has the ability to call up to 60,000 households per hour and deliver full, accurate messages to answering machines and live people.

SYSTEM USES:

- A. The CodeRED system may be used for significant incidents and events in which the timely notification of an affected population or geographic area of the City is essential or highly desirable. It may also be used to 'recall' city employees in an emergency situation.

B. Some examples of the types of incidents or events in which the CodeRED system may be highly effective in notifying our citizens, visitors, and employees include the following:

1. **Administration**
 - a. General City of Oakwood government information of importance to citizens.
2. **Man-Made Disasters**
 - a. Gas Leaks
 - b. Chemical Spills
 - c. HAZMAT Emergencies
3. **Environmental (Natural Disasters)**
 - a. Fires
 - b. Hazardous Weather Conditions
 - c. Flooding & Other Dangerous Water Conditions
 - d. Water Safety Alerts
4. **Search and Rescue**
 - a. Missing Children & AMBER Alerts
 - b. Missing Elderly
 - c. Missing Disabled
 - d. Evacuation Notices
 - e. Evacuation Routes
5. **Crime**
 - a. Hostage Situations
 - b. Bomb Threats
 - c. Prisoner Escape Warning
 - d. Neighborhood Crime Watch Support
 - e. Sexual Predator Alerts
 - f. Terrorism Threats
6. **Public Works**
 - a. Boil Advisories / Drinking Water Contamination
 - b. Water Main Breaks
 - c. Utility Outages
 - d. Street Closings
 - e. Public Notifications
7. **General Recall of City Employees**

(This list should be considered to be illustrative and not all-inclusive.)

AUTHORIZATION FOR SYSTEM ACTIVATION:

A. Non-Emergency

In non-emergency situations, the City Manager shall be the approving authority for use of the system.

B. Emergency Use

In emergency situations, the Assistant City Manager, Department Heads and Safety Department Captains are authorized to initiate CodeRED alerts at their discretion. The Director of Public Safety and the City Manager shall be notified by the person initiating the CodeRED alert as soon as practical once utilization of the system has been directed.

CODE RED OPERATION:

- A. The Director of Public Safety Department, Safety Department Captains, Lieutenants, Dispatchers, and Records Clerk will receive training on utilization of the CodeRED System and launching of authorized messages.
- B. A current *Manual of Operations* for the CodeRED System will be kept in the Dispatch Center at the Safety Department.
- C. To launch a CodeRED message, authorized individuals should contact the Safety Department Dispatch Center. The on-duty dispatcher shall collect pertinent information to select the appropriate geographic area or call list, create the message, and schedule a date/time for launch.
- D. The dispatcher on duty shall prepare the message as requested. A "CodeRED" notation on the Dispatch Log will be made, noting the date, time, nature of message, and person authorizing. After preparation of the message is complete, the dispatcher will launch the message.
- E. A typed transcript of the message will be attached to the dispatch log. When practical, this typed transcript shall be reviewed and initialed by the authorizing person and done so in advance of call initiation. In emergency situations, this transcript shall be reviewed and initialed as soon as is practical with a notation that this review may have occurred after the call was initiated.

- F. In the event that a CodeRED call is launched which includes residents of a neighboring MVCC CodeRED jurisdiction, the person who is setting up the job for launch will also add the dispatch call list of the neighboring jurisdiction to the job. The person launching the CodeRED call shall follow up with a call to the neighboring dispatcher.
- G. The CodeRED system shall be tested on a monthly basis on the first Wednesday of the month by the Safety Department. A record of this test shall be made on the dispatch log.

GENERAL PROVISIONS:

- A. Citizen complaints regarding the use of the system shall be received by the Safety Department and forwarded to the City Manager. The City Manager will work with the Department Head responsible for the message in question to resolve any issues.
- B. Citizens desiring to 'opt out' of receipt of CodeRED calls can do so by: 1) obtaining and submitting an 'Opt-Out' form in-person at the Safety Department; or 2) submitting an opt-out form electronically by accessing the CodeRED opt-out link via the city's website.
- C. System performance issues are the responsibility of the Safety Department and shall be forwarded to the Miami Valley Communications Council for resolution with the vendor.
- D. The Safety Department will provide training to all appropriate city staff in the use of the CodeRED system, including examples of proper/improper use and messages.