

# City of Abilene CodeRED Emergency Notification System



***\*To register click on the CodeRED graphic on the Abilenetx.com website***

In the case of an emergency or urgent notification, the City of Abilene has the capability to notify residents via the telephone through a warning system called **CodeRED**. The system is geographical-based and allows the City to alert citizens based on their location and telephone numbers. A pre-recorded message tells a live person or an answering machine about the specific situation and if any action is necessary.

## **How does CodeRED work?**

**CodeRED** delivers the message desired through a high-speed telephone calling system to a phone number registered in the system. City staff will select a “call area” and the phone numbers will be matched up electronically to the addresses. A pre-recorded message will be sent out via the telephone with information about the situation and instructions.

**You will see the phone number 866-419-5000 appear on your caller ID.**

## **What do I do if I receive a CodeRED message?**

- Listen Carefully
- Follow Instructions
- Don't hang up until the message is complete
- Do NOT call 9-1-1
- Call the number back if you want to hear the message again
- Call 211 if you need additional information

## **When will the CodeRED system be used?**

The system will be used when an emergency situation arises affecting the citizens of Abilene and Taylor County. Examples include but not limited to: a Silver/Amber Alert in Abilene, flooding in a specific area, chemical spill or hazardous waste problem, gas leak, or an evacuation notice. You will only receive a message if you are in the area impacted or it is a city-wide or county-wide notification. You will see the phone number 866-419-5000 on your caller ID.

## **How do I make sure that I am notified?**

Initially, the City/County will use telephone company records to create its notification list. **However, residents should not assume they are in the system.** You should register online, particularly if you have moved or changed your phone number in the last year or if you prefer to be contacted on your cell or business phone.

Registration is also available by calling 325-676-6525 during normal business hours if you do not have internet. You will need to provide your first and last name, physical street address (no P.O. Boxes), city, state, zip code, primary phone number and alternate phone numbers.