



**Sheriff's Office**  
Jefferson County



## CodeRED Emergency Notifications

We all know that 911 is the number to call in the United States to get help in an emergency. A 911 call goes to the emergency dispatch center closest to the caller, and trained dispatchers send police, firefighters or paramedics to the caller's location. Today in Jefferson County, nearly 80 percent of incoming 911 calls come from mobile phones and VoIP lines, while the rest come from traditional land lines. Calls from land lines have always provided dispatchers with information about the location of the caller. Calls from mobile phones and VoIP phones provide much less.

### Calling 911 Today

When you call 911 from a mobile or VoIP phone, the call-taker will usually only know your phone company and phone number. The call-taker may know the general area you're calling from, but the area could be several square miles. You'll have to provide specific information so that the call-taker can send help to the right place.

- If you're in a building, try to provide the street address.
- If you're on a roadway, try to provide the cross streets, mile marker information or a well-known landmark.
- We can't help you if we can't find you!

## CodeRED: Why We're Calling You in an Emergency


In Jefferson County, the CodeRED emergency notification system allows us to call citizens to warn them of danger. With CodeRED, we can simultaneously call, text, or email, multiple phones within an area that we designate, to warn residents of flood, fire, tornadoes, chemical spills, or dangerous suspects. Within moments, calls reach the affected community to deliver warnings and critical safety instructions.

If you receive a CodeRED call, the voice on the line will let you know it's a message from

the Sheriff's Office. Also, your caller ID should display our agency's name and a call-back number. The CodeRED system works with all phones that have a TDD line (for the hearing impaired). **If you have a telephone zapper used to block out telemarketers, or if your phone is blocked to unknown callers, you will not receive CodeRED calls.**

## Opt In to CodeRED

Jefferson County residents and businesses can register their mobile phone numbers or Voice over Internet Protocol (VoIP) phone numbers to receive emergency notifications. "Landline" phones are automatically included in the CodeRED database for each emergency agency.

CodeRED reaches numbers from two databases. One is the county's 911 database, with all listed and unlisted land lines. If you have a land line, it is automatically included in this database. The second is a database of mobile phone and VoIP numbers — established in 2009 — whose owners have opted in to receive the calls. If you don't have a traditional land line phone, or would like to receive a text, email or cell phone call in addition to the call on your land line phone, consider registering for this free service. [To register, visit the CodeRED phone registry](#) . While there are many [Emergency Notification Myths](#), citizens find CodeRED to be a valuable emergency tool.

*\*Voice over Internet Protocol, or VoIP, are "telephone" communications transmitted over the Internet, instead of traditional phone lines. If you have a "bundled" Internet/phone/TV service, you probably have a VoIP line.*

**DISCLAIMER:** *The CodeRED™ notification service (the "Service") is provided as a supplemental emergency communication method and should not be relied upon exclusively. The Jefferson County Sheriff's Office does not make any warranties of any kind, either express or implied, with regards to the Service, including without limitation, warranties about the accuracy, completeness, or delivery of any information posted or transmitted by the Authority through the CodeRED™ System. There is no guarantee that a notification will reach any particular resident upon activation. By providing the Service, Jefferson County Sheriff's Office does not assume a duty of care, nor do they waive any of the protections of the Colorado Governmental Immunity Act (§ 24-10-101, et seq., C.R.S.). Neither the Jefferson County Sheriff's Office, nor any of their affiliates, agents, contractors, or respective employees, shall be liable for any direct, indirect, incidental, special, reliance,*

*punitive, or consequential damages or for lost profits or revenues or lost data or costs of cover relating to the Service, regardless of the legal theory under which liability is asserted.*

Last Updated: 6-10-2014