

Code Red Question & Answers

Q. What number will show up on my caller ID?

A. The primary number that will show up is 866-419-5000, although the system does have back up numbers, if for some reason this number was out of order.

Q. How do I know if I'm in the system?

A. If you are unsure if you're in the system, go ahead and sign up at cityofdenison.com by clicking on the Code Red icon or pick up a form at the 911 Communication Center located inside Central Fire Station 700 W Chestnut St.

Q. Can I sign up more then two numbers?

A. Yes, you will have to submit the first two numbers then start a new sign up page submitting two numbers at a time. You may use same name & address as long as the phone numbers are different.

Q. What if I don't want to receive Code Red alerts on my phone?

A. You will need to request a DO NOT CALL form at 911 Communications Center located inside Central Fire Station 700 W Chestnut St. or call 903-464-4427 and request a form to be mailed to you. You will be responsible for filling out the form and mailing it back in.

Q. Is bad weather the only time Code Red will send out an alert?

A. Weather related emergencies are the primary use for a Code Red alert. Although, there are other reasons such as:

- * Flooding in your area that could put you at risk
- * Evacuation notice-due to some type of hazard spill / gas leak emergency
- * Fire in your area that could put you at risk
- * Bomb Threats
- * Hostage Situation
- * Drinking Water Contamination / Boil Water Notice
- * Missing Persons
- * For any emergency reason deemed necessary by City Officials

Q. Will I receive a second alert when the pending danger is over?

A. Yes, if authorized personnel feel it is necessary.

Q. How will I know if I get an alert if I am hearing impaired?

A. You will need to fill out form and make sure to check TDD/TTY box at bottom right of sign up form.

Q. What if my cell phone is a long distance number, can I still receive alerts?

A. Yes, but you will have to sign a cell phone up using only ten digits;
DO NOT PUT A ONE IN FRONT OF THE PHONE NUMBER.

Q. Can I check and see if my number is in the system?

A. No, if you are unsure, you will need to sign up at cityofdenison.com by clicking on the Code Red icon or pick up a form at the 911 Communications Center located inside Central Fire Station 700 W Chestnut St.

Q. Who is in charge of setting the Code Red alerts off?

A. Chief, Assistant Chief, 911 Coordinator, Shift Captains and 911 Dispatcher's.

Q. Will everyone be called when emergency is in a specific location?

A. No, only the residents located in an effected area. Code Red has two features that can be used when an emergency alert is need in a specific location.

* Quick Radius- selects area based on radius in miles, around a known address. - This feature is good for alerting residents in instances such as hazmat spills, or missing persons.

* Advanced Mapping Interface- This feature launches calls to residents by selecting geographic areas on a map. This function is used for notifying residents in a specific area, or areas in our municipality, when an exact address is not available.

Q. Will Code Red call my business number if it is located in the 75020 or 75021 zip-code?

A. No not unless you sign up at cityofdenison.com by clicking on the Code Red icon or pick up a form at the 911 Communications Center located inside Central Fire Station, 700 W Chestnut St. After you have signed up, your business number will be entered into the system as a business number. This will not affect you getting notified at any home or cell phone numbers you have already entered into the system.

Q. Why does it ask on the sign up form if I live in manufactured or mobile home?

A. Because Code Red has a feature that can be used if needed to alert only those living in manufactured or mobile home. Such as high winds that could put you in danger.