

# Paulding County Emergency Management Agency

911 / Emergency Operations Center  
1389 Industrial Blvd. North  
Dallas, Georgia 30132  
Office: 770-222-1160 | Fax: 678-383-3451



July 7, 2021

## CodeRED Weather Warning and Mass Notification FAQs

### **Question: What is CodeRED?**

- CodeRED is the mass notification system for Paulding County. CodeRED automatically delivers advanced notification of severe weather events as soon as a Warning is issued by the National Weather Service (NWS) to provide residents with the time necessary to prepare for severe weather emergencies. Paulding County EMA also utilizes CodeRED to provide Paulding County citizens with information regarding other critical incidents, such as: hazardous materials accidents, missing persons, public health statements such as boil water advisories, and air quality issues. The goal of these notifications is to prompt citizens to take recommended actions to protect life and property.

### **Question: How does CodeRED send Weather Warnings?**

- CodeRED Weather Warnings are automatically issued using a polygon methodology to interpret alerts issued by the National Weather Service to determine the exact areas affected. The system then creates a calling database of all CodeRED Weather Warning subscribers within the projected path of severe weather. Instead of traditional county-based warning systems, such as outdoor sirens, which are antiquated and costly to maintain, CodeRED sends alerts to only those users whose addresses entered on their account may be affected. This increases the relevance of the alerts being sent and reduces false alarms. With this being the case, any address changes made should also be updated in the CodeRED system.

### **Question: Why did I not receive a CodeRED alert for a Weather Warning that was issued?**

- CodeRED Weather Warnings are automatically issued using a polygon methodology to interpret alerts issued by the National Weather Service to determine the exact areas affected. The system then creates a calling database of all CodeRED Weather Warning subscribers within the projected path of severe weather. Instead of traditional county-based warning systems, such as outdoor sirens which are antiquated and costly to maintain, CodeRED sends alerts to only those users whose addresses entered on their account may be affected. This increases the relevance of the alerts being sent and reduces false alarms. With this being the case, any address changes made should also be updated in the CodeRED system.

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## **Question: Where are the outdoor sirens in Paulding County?**

- The only outdoor sirens in Paulding County are located in the city of Dallas. Those sirens are maintained by the City of Dallas. Any questions about the sirens in Dallas should be directed to 770-443-8110

## **Question: Why can I not hear outdoor sirens in Paulding County?**

- The only outdoor sirens in Paulding County are located in the city of Dallas. Sirens are an outdoor warning system designed to alert those who are outside that something dangerous is approaching. While you may be able to hear sirens indoors, they are not intended for this purpose. Most residents have a phone so Paulding County's solution to informing residents of emergency events is CodeRED which delivers voice calls, text messages and emails to subscribed users within the direct path of the storm.

## **Question: Why are there not more outdoor sirens in Paulding County?**

- Sirens are an outdoor warning system designed to alert those who are outside that something dangerous is approaching. While you may be able to hear sirens indoors, they are not intended for this purpose. Instead of traditional county-based warning systems, such as outdoor sirens which are antiquated and costly to maintain, CodeRED sends alerts to only those users whose addresses entered on their account may be affected. This increases the relevance of the alerts being sent and reduces false alarms. With this being the case, any address changes made should also be updated in the CodeRED system. Most residents have a phone so Paulding County's solution to informing residents of emergency events is CodeRED which delivers voice calls, text messages and emails to subscribed users within the direct path of the storm or area of concern determined by Emergency Management personnel. CodeRED Weather Warnings are able to provide more information than sirens, such as the nature of the hazard, location of the hazard, and preparedness steps that should be taken to protect life and property.

## **Question: Who receives CodeRED Weather Warnings?**

- Paulding County EMA encourages every Paulding County citizen to create a CodeRED account for their home, business, child's school/daycare, whatever the case may be so that they may receive weather warnings promptly and be able to take action to keep themselves and others safe.

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## **Question: How do I enroll in CodeRED Weather Warnings?**

- There are a few simple options to quickly enroll:
  - o Click the link and follow the steps <https://public.coderedweb.com/cne/en-US/5FDB87C96D49>
  - o From a cell phone, text MyPauldingGA to 99411 to receive a direct link to the enrollment form on the mobile device.
  - o For assistance with registration call 770-222-1160, ext 5

## **Question: Who do I contact if I need assistance with my CodeRED account?**

- If you are unable to make necessary changes to your account using your username and password and need assistance with Paulding County CodeRED Weather Warnings, call 770-222-1160, ext. 5

## **Question: How will I receive CodeRED notifications?**

- Once an account is created, CodeRED delivers voice calls, text messages and emails to subscribed users within the direct path of the storm or area of concern determined by Emergency Management personnel. These messages aim to provide residents the extra time needed to take precautions to save lives.

## **Question: I already have a weather radio/weather alerting app, why do I need to enroll for CodeRED?**

- Citizens are encouraged to have at least 2 ways to receive emergency alerts, such as CodeRED, All-Hazards NOAA Weather Radio, and trusted weather alerting apps. CodeRED sends alerts to only those users whose addresses entered on their account may be affected. This increases the relevance of the alerts being sent and reduces false alarms. With this being the case, any address changes made should also be updated in the CodeRED system. CodeRED Weather Warnings are able to provide more information than sirens, such as the nature of the hazard, location of the hazard, and preparedness steps that should be taken to protect life and property. Paulding County EMA also utilizes CodeRED to provide Paulding County citizens with information regarding other critical incidents, such as: hazardous materials accidents, missing persons, public health statements such as boil water advisories, and air quality issues. The goal of these notifications is to prompt citizens to take recommended safety actions.

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**Question: What number will show up when I receive a CodeRED message?**

- CodeRED Weather Warnings will come from 1-800-566-9780.