

Why did the Community Alert System change to a new vendor, CodeRED®?

Improved reliability and speed are the two reasons that most benefit Catawba County residents.

What if I don't want to be included in the Community Alert System?

You may elect to be included on a "Do Not Call List". To do so, you must sign a waiver releasing the county and city from the responsibility of informing you about urgent or emergency situations. To obtain this form please call the Catawba County Emergency Services office at 828-465-8230.

Is my cell phone reliable in a major emergency?

In an emergency, your cell phone is only as reliable as your carrier's network.

What if I signed up, but wasn't alerted?

There are several possible reasons: someone else picked up your phone, you didn't recognize the sender and deleted the message without listening to it, your phone numbers have changed since registration. These are reasons why we test the Community Alert System, so that residents can become familiar with it.



Are You Ready?

Natural or human-caused disasters can strike suddenly and it is important that you be prepared. Being prepared for an emergency is your responsibility. Local officials and emergency personnel will be on the scene after a disaster, but they cannot reach everyone right away. We strongly encourage every household to develop an emergency plan.



Your plan should include supplies to last at least three days including water, food, and medical supplies.



If your household includes a special needs person, you can contact Catawba County Emergency Services office to request a Special Needs Registry Application form.



A disaster of any kind may mean the power will be out. Keep a battery operated radio in your home.

You can find more detailed information on developing an emergency preparedness plan at:

www.Ready.gov or

www.RedCross.org



Catawba County
Emergency Services
P.O. Box 389
100-A Southwest Blvd.
Newton, NC 28658-0389
Phone: (828) 465-8230

Be Informed Be Safe

- Receive important notifications by phone, e-mail and cell phone text
- Catawba County will contact you when there is a public safety emergency affecting your neighborhood

Register Today

www.CatawbaCountyNC.gov/alert



Community Alert System

What is the Community Alert System?

Catawba County uses the CodeRED® system to contact you when there is a public emergency in your area. It is a supplement to the media.

What does the Community Alert System cost me?

It is free to residents of Catawba County. Depending on your service provider, you may incur minor charges for a received cell phone call.

What type of alert messages will be sent?

Emergency messages may include but are not limited to alerts regarding hazardous material spills, acts of terrorism, major fires, floods and other weather-related emergencies. Urgent messages from your city officials may include but are not limited to alerts regarding utility service interruptions, public water contamination, major traffic disruptions. The message would include information and instructions about where to go, what to do, and contact numbers for further assistance.

Who calls me?

In case of an emergency a Catawba County Emergency Services employee will record a message and launch phone calls to your area. CodeRED® may also be used by your city officials when something urgent affects your community such as a last minute polling location change or a police emergency in your neighborhood.

How should I respond to a Community Alert System message?

Listen carefully and follow the instructions. You will be able to replay the message and write down phone numbers and addresses. Contact the phone numbers provided within the message for more information. **Do not call 911 for more information.** During an emergency situation, the Department of Emergency Services will use the Community Alert System to provide ongoing information updates as circumstances change. The County's website, www.CatawbaCountyNC.gov, will be updated as often as possible with additional information.

How many phone calls will I receive?

That depends on the number of emergency or urgent events in your area. In addition to event notifications, the system may be tested a few times a year. Drills and system testing are important for emergency preparedness.

What if I miss the phone call?

If you miss the CodeRED phone call, you may

use Caller ID to retrieve the message intended for your phone. Depending on your phone service, your Caller ID will show "Emergency Communications Network" or the toll free number 866-419-5000.



Will my contact information be shared or used by anyone else?

Your contact information will only be shared with your city officials that may need to contact you regarding public safety issues. Your contact information will be confidential and will not be used for telemarketing.

How can I be sure that my contact information is in the system?

To ensure that your current contact information is in the system, you should register online. The CodeRED® system automatically excludes duplicate phone numbers, so you will not be listed more than once.

Why do you need my address?

CodeRED® links phone numbers to an address which allows us to contact people living in a very specific area.

Can I register more than one property?

You should register any property that you own in Catawba County. This allows rental property to be registered by both tenant and landlord. Though CodeRED® allows duplicate addresses in the system, it will not allow duplicate phone numbers. If you are registering a second property you should use a phone number unique to the property and not the phone number associated with your principle residence in Catawba County.



Community Alert System

