



## Village of Glendale Heights Press Release



**April 30, 2009  
For Immediate Release**

The Village of Glendale Heights has contracted with Emergency Communications Network, Inc., of Ormond Beach, Florida, for its CodeRED high-speed telephone emergency notification services. The CodeRED system gives Village officials the ability to deliver pre-recorded emergency telephone notification/information messages to targeted areas or the entire Village at a rate of up to 60,000 calls per hour. The system can also send out text messages and emails. The CodeRED system was chosen in an effort to better serve citizens in emergency situations.

Glendale Heights Chief of Police Michael Marron cautioned that such systems are only as good as the telephone database supporting them, saying "If your phone number is not in the database, you will not be called." The CodeRED system not only offers faster calling rates and improved message delivery, it gives individuals and businesses the ability to add their own phone numbers directly to the system's telephone database. Chief Marron emphasized that this is an extremely important feature.

To ensure no one is omitted, Marron urges all individuals and businesses to log onto the Village's website, [www.glendaleheights.org](http://www.glendaleheights.org) and follow the emergency notification links to the CodeRED Residential and Business Data Collection pages. Marron stated, "CodeRED gives those who want to be included an easy and secure method for doing so. The information will only be used for emergency notification purposes." Those without Internet access may call the Glendale Heights Police Department at 630-260-6070, Monday through Friday, (7:00AM-10:00PM) to give their information over the phone. Required information includes first and last name, street address (physical address, no P.O. boxes), primary phone number, and additional phone numbers (optional). Users may specify an email address, which cell phones should receive text messages, and whether a phone has TDD/TTY service. All information provided is subject to verification before being entered into the system.

"No one should automatically assume his or her phone number is included," Marron said. "All businesses should register, as well as all individuals who have unlisted phone numbers, who have changed their phone number or address within the last year, and who use a cellular phone as their primary home phone."

Marron explained that the CodeRED system is a geographical based notification system, which means street addresses are needed to select which phone numbers will receive emergency notification calls in any given situation. "The system works fine for cell phones too, but we have to have a street address." People who have recently moved but kept the same listed or unlisted phone number also need to change their address in the database.

Questions should be directed to Sgt. Larry Pincsak, Glendale Heights Police Department, at 630-909-5432 or at [lpincsak@glendaleheights.org](mailto:lpincsak@glendaleheights.org).