

The Town of Burlington is switching from Blackboard Connect to the CodeRED Community Notification System and Emergency Alert System.

FOR IMMEDIATE RELEASE

Burlington MA, March 28, 2019 – The Town of Burlington is proud to announce the launch of our new CodeRED community notification system to send important alerts and time-sensitive messages to staff members and residents. Along with emergency and critical messages, the CodeRED notification system will also enhance community engagement via the release of important but non-emergency information such as road closures and trash collection schedule changes, snow plow schedules and other Burlington services.

“Upon evaluating our previous system and other available options, we chose CodeRED for its innovative features, user-friendly platform, and wide-spread adoption rates across the country,” said Assistant Fire Chief Michael Patterson. “Their company-owned redundant data centers help ensure every resident’s data is safe and that messages are delivered quickly and reliably to thousands of individuals within minutes. We’re excited to expand our communication channels with residents to include text, phone, email and social media platforms, providing the information they need to know to make better informed decisions during an emergency. We will also realize a significant cost savings over our previous system.”

CodeRED Key Benefits

CodeRED will deliver several benefits for residents and enable staff to more efficiently manage and distribute notifications before, during and after emergency and non-emergency events:

- Registration for this notification service is customized, allowing residents to choose which alerts they’d like to receive, as well as their preferred channel.
- Residents can select several different methods including landline, cell phone, email, text message, TTY, or even a combination. These alerts can be specific to streets or neighborhoods, so individuals within affected areas are sure to receive relevant information.
- Residents and visitors can keep track of alerts in our town with the CodeRED Mobile App, which notifies smartphone holders of real-time alerts in the area. Similar to the online registration, users choose which notifications they’d like to receive via the app.
- Authorized personnel will have access to the CodeRED Launcher - an app that allows authorized public safety officials to create and send messages on the go from any smartphone or tablet within seconds, without requiring a computer.
- Staff members can also use the system to communicate emergency information with one another. This will help us ensure our emergency response and daily operations are even more efficient.



“The mobile technology for CodeRED is extremely advanced, providing us enhanced flexibility to issue general and/or emergency messages from any location,” said Chief Michael Kent of the Burlington Police Department. “We can launch alerts from anywhere at any time, and residents impacted by weather and other time-sensitive events will receive them directly to their smartphones. This all happens within minutes, which can make a huge difference in saving lives.”

All residents are encouraged to visit <http://bit.ly/BurlCodeder> for information and to sign up for CodeRED and immediately start receiving these informative, life-saving alerts; go to www.onsolve.com then go to the **Enroll** tab and enter in your information to be able to get messages by phone, email or text!

About CodeRED from OnSolve

OnSolve is a leading global provider of SaaS-based critical communication solutions for enterprise, SMB, and government customers. The company’s CodeRED™ solution provides high-speed notification services capable of reaching millions of people in minutes and has applied its mission-critical capabilities to government, commercial, healthcare and other end markets. More information can be found on the company’s website at www.onsolve.com.