

MEMORANDUM
BURLINGTON POLICE DEPARTMENT



TO: Burlington Residents and Businesses, via Select Board

FROM: Chief Thomas P. Browne *Thomas P. Browne*

DATE: June 24, 2024

RE: Town-wide Emergency Notification System

The Town of Burlington is going to be making a switch to a new Emergency Notification Service. This is the system that is used by town agencies to inform citizens in emergency situations, as well as for special events or DPW concerns.

Our current system is called CodeRed and we will be switching to a new system called RAVE. The switch will occur on July 1st but in the meantime, residents may receive calls from the old system telling them about the switch as well as a test call from the new system.

RAVE is a Massachusetts based company and will provide the same services and features that were provided by CodeRed. We are in the process of moving our existing data to the new system. Residents and Business owners will be able to go to a web-based self-service portal to change and update their contacts and preferences. For those who can't do this online themselves, personnel at the Burlington Police Department will be able to help.

Test calls will be coming this week, and more information will be on the Town and Department websites and Social Media platforms starting this week, to include the contact information for any resident or business owner needing technical help with any changes in their information.