



MAYOR GINA-LOUISE SCIARRA

City of Northampton

Office of the Mayor

210 Main Street Room 12

Northampton, MA 01060-3199

(413) 587-1249 Fax: (413) 587-1275

mayor@northamptonma.gov

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IMPORTANT ADVISORY

Nationwide CodeRED Outage May Limit Emergency Alerts During Tomorrow's Storm

Mayor Gina-Louise Sciarra is alerting residents to a nationwide outage affecting CodeRED, the third-party system the city uses for emergency calls and text notifications. This issue is occurring nationwide and has temporarily disrupted CodeRED's ability to send alerts.

The city has been informed that no Northampton data or city systems were compromised and that the issue is entirely isolated to CodeRED's platform. Northampton's systems, including public safety communications and 9-1-1 services, are fully operational.

CodeRED has moved customers to its new alert system, but some features—such as automated weather alerts and certain contact lists—are currently limited. Because of this, and with a winter storm expected tomorrow, residents should use multiple sources for storm updates, including: the City of Northampton website, social media, and local news outlets and weather reporting. Residents can also call the Snow Emergency Hotline at 413-586-6969 for up-to-date information on parking bans. Please avoid contacting our Public Safety Communications Center for parking ban inquiries.

Residents may continue to receive CodeRED notifications, but the city urges everyone not to rely solely on that system until the vendor restores full functionality. The city will share additional information as it becomes available.

As a reminder to all residents, City of Northampton Ordinance, § 285-17 "Removal of snow and ice from sidewalks," requires that all property owners in the City of Northampton shovel their sidewalks within 24 hours of a snowstorm, or by 9:00 am the next business day in city commercial districts, or they risk being fined.

For more information, please contact the Mayor's Office at 413-587-1249 or mayor@northamptonma.gov.