



## MAYOR DAVID J. NARKEWICZ

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### **The City of Northampton Contracts with CodeRED to Provide Emergency Notification Services**

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Following an extensive review of alerting systems, the City of Northampton has implemented the CodeRED system, a high-speed emergency notification service provided by Emergency Communications Network. The CodeRED system will serve as the backbone of the City's emergency planning and communications outreach to both citizens and city personnel.

System capabilities allow notices to be sent via telephone, text message, email and social media in an effort to effectively inform residents to protect life and property. CodeRED, among other notification systems available, was selected for its unrivaled reliability and accuracy. The City previously used BlackBoard Connect for its reverse 911 notification system.

In replacing the emergency notification system the Mayor stated, "CodeRED offers features that make it possible to disseminate vital information to our residents when time is critical. Through the use of this technology we will be able to get messages out on many platforms." The Northampton Public Safety Dispatch Center will oversee the use of CodeRED. "We are excited to use this technology to inform our citizens and to enhance public safety and awareness," said Emergency Dispatch Director Kelly Banister. The City anticipates using the system to notify residents in specific geographic locations of hazardous incidents such as flooding, major storm operations, drinking water emergencies and missing children notices. It will also be used to reach out to residents regarding parking bans, major road closures, large scale events and other public notices.

All users subscribed to the old system have been transferred to the CodeRED system and will receive a call/text/email alerting them of the new provider. Those residents and businesses not currently subscribed are encouraged to do so by visiting [www.northamptonma.gov](http://www.northamptonma.gov), click on the CodeRED logo to enroll. Users will be able to update contact information including cell phone numbers, text and email addresses and choose which type of notifications to receive.