



## Village of Western Springs Enhances 9-1-1 Services and Emergency Notification with Smart911 & Rave Alert

**PRESIDENT**

Alice Gallagher

*Public Safety Officials Encourage Residents to Register for the No-Cost Service that Issues Emergency Notifications, and Provides Emergency Responders with Important Information*

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Western Springs, IL, March 9, 2020– Public safety officials in the Village of Western Springs announced that the Village is migrating away from the current Code Red emergency notification system, to Rave Alert. This change is being made due to enhanced options in the Rave Alert program. Rave Alert allows citizens to receive timely and actionable emergency alerts via email, text, or voice message on their cell phones.

**CLERK**

James Horvath

Smart911 is a new safety feature that is available in addition to Rave Alert. Smart911 allows individuals to [create a Safety Profile](#), at [www.smart911.com](http://www.smart911.com), at no cost, that includes information they want 9-1-1 and response teams to have in the event of an emergency. When a person makes an emergency call, their Safety Profile is automatically displayed to the 9-1-1 call taker’s screen, saving critical seconds and even minutes in response to the emergency. When coupled with Rave Alert, people can receive notifications on potentially hazardous situations involving weather, traffic, and other emergencies.

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“Sending notifications through Rave Alert allows us to keep the public informed of emergencies and how to be prepared and stay safe. Smart911 saves critical time in an emergency, when seconds count,” said Chief Patrick Kenny, Director of the Department of Fire and Emergency Medical Services. Individuals decide how much information they want to add to their household profile, and any data entered into Smart911 is stored securely and confidentially. The system also allows people to specify when and how they are communicated with, and which types of notifications they would like to receive (all Village notices, emergency only, etc.).

With Smart911 and Rave Alert, the community will be more aware and better prepared in the event of an emergency. Smart911 enables citizens to link both home and work addresses to mobile phones, which can be passed on to responders in the field for a more detailed, rapid response. Smart911 is part of a national service, meaning your Smart911 Safety Profile travels with you and is visible to any participating 9-1-1 center nationwide.