

General

○ **What is Alerts powered by Smart911- RAVE Emergency Alerts?**

Alerts powered by Smart911 or RAVE Emergency Alerts is for all 29 communities of York County's official emergency alert and notification system. This system is used to send alerts to the public during emergencies. Alerts powered by Smart911 or RAVE Emergency Alerts is a free service that allows you to sign up online to receive customized alerts via text message, email, and voice message.

In addition to emergency alerts, you can also choose to receive customizable community notifications. These include notifications about severe weather, safety, health, utility disruptions, major traffic incidents, and more. This service is provided by York County Emergency Management Agency and York County Government at no cost to the public.

○ **Why should I sign-up for Alerts powered by Smart911 - RAVE Emergency Alerts?**

When emergencies happen, be the first to know. The Town of York/York County EMA uses RAVE Emergency Alerts to send official, real-time alerts to the public with information about potentially life-saving actions they may need to take to keep themselves and their families safe. By signing up for RAVE Emergency Alerts, you are taking a large step toward improving your personal safety.

○ **How does it work?**

When an emergency occurs that meets the criteria for sending out an alert to the public, the Town of York emergency dispatchers will gather the necessary information and push out an alert to the affected area. Alerts can be sent out town-wide to everyone who has opted-in to the system, or to a specific area or neighborhood for more localized events.

○ **How much does it cost?**

This service is provided by the York County EMA & Government at no cost to the public; however, message and data rates may apply depending on your provider and phone services.

○ **Can you guarantee that I will receive notification if I register?**

RAVE Emergency Alerts is an excellent system, we cannot guarantee that you will receive notification in all cases. Disasters and emergencies are chaotic and

unpredictable, and notification is dependent on external providers such as your wireless carrier or email delivery service outside the Town of York/York County EMA's control. RAVE Emergency Alerts will use several means of communications to try to ensure that should any one communications method, technology, or delivery option be unavailable to reach residents, other methods will be used to improve the likelihood that citizens will see the message.

Signing up

- **How do I sign-up for RAVE Emergency Alerts?**

Signing up for RAVE Emergency Alerts is easy! Go

to <https://www.smart911.com/smart911/ref/reg.action?pa=YorkCountyMaineEMA>

and register your contact information.

To update your existing Alerts powered by Smart911 [or insert your alert system name] preferences, click here www.smart911.com

- **Who can sign-up for RAVE Emergency?**

RAVE Emergency Alerts is available to anyone who lives, works, travels through, or visits the Town of York or anyone who lives in York County. The address can be your home location, work location, or any other location you care about.

- **Will I receive alerts if I don't sign-up?**

York residents who have a landline phone may receive alerts. However, there are strict rules governing when York or York County can use this contact information to send out an alert. Only extremely critical alerts containing potentially life-saving information will be sent. In order to ensure that you are able to get all emergency alerts we recommend that you sign-up for Alerts powered by RAVE Emergency Alerts online. If you do not sign-up and register your contact information, you will not receive alerts on your preferred devices, and may miss out on receiving important safety information.

- **I don't own a computer – who can help me sign-up for RAVE Emergency?**

You can visit your local library to sign up online for RAVE Emergency Alerts. Those who do not have computer access are also welcomed to attend one of the many scheduled opt-in events hosted by The Town of York.

Alerts

- **What types of alerts will I receive?**

Emergency alerts are sent 24/7 when there is an immediate threat to life and/or property. In addition to emergency alerts, you can also choose to receive customizable community notifications. These include notifications about:

- Severe Summer/Winter Storms
- Hurricanes
- Tornadoes
- Safety risks (HazMat incidents)
- Health risks
- Major fires (Buildings and Forest)
- Transportation disruption
- Special event information
- Test messages.

- **Can I call the alert phone number back or reply back to the email?**

You are not able to reply to texts or emails sent by RAVE Emergency Alerts. Voice messages provide a dial-back number to replay an alert message.

- **When will I start receiving alerts?**

Once you have signed up online

at <https://www.smart911.com/smart911/ref/reg.action?pa=YorkCountyMaineEMA> and confirmed your contact information within the system, you will begin receiving alerts

- **How do I update or remove my notification preferences and contact information used by RAVE Emergency Alerts?**

Follow the below steps to change your RAVE Emergency Alerts preferences (for example, to reduce the number of messages of a certain type, or to change the contacts used for each kind of message):

1. Go to the login page www.smart911.com for RAVE Emergency Alerts.
2. Login using your RAVE Emergency Alerts username and password (If you've forgotten these, follow the instructions on the page under "Forgot Username or Password?")
Once signed in, click the 'Preferences' tab at the top
3. Under 'Notification Preferences', you can make changes to both the phone numbers and email addresses on which you want to receive RAVE Emergency Alerts messages by clicking or unclicking the checkboxes

You can also choose what alerts you want to receive and the method you wish to receive them by (text, voice, email)

- a. For example, if you wish to turn off **all** messages regarding Transportation Disruptions, simply uncheck the box to the left of “Transportation Disruption”
- b. If you wish instead **only to receive emails** for Transportation Disruption notifications, instead uncheck the “Text” and / or “Voice” choices, so that only “Email” remains checked

- **How often will I receive alerts?**

The frequency for which you receive alerts depends on the addresses you provide and the types of alerts you select to receive as well as the frequency of actual emergencies. Emergency alerts will only be sent when there is an immediate threat to life and/or property. Community notifications will be sent when the criteria for sending an alert are met.

This system is not intended to bombard you with information. The City will only send you alerts about the information you select to receive. To change your alert settings, login to alerts.smart911.com and edit your preferences.

- **How does the RAVE Emergency Alerts system respond to busy signals or no-answer situations?**

If a call completes and is sent to your answering machine or voice mail system, a message is left. If a phone call is not answered or busy, the system redials your number several times.

Privacy and Contact Information

- **Will my information be disclosed or shared?**

No, your information is private and will not be used or distributed in any manner. The information that you provide is exempt from public disclosure and will be used for emergency purposes only.

- **What precautions are taken to protect personal contact information stored in the RAVE Emergency Alerts system?**

Personal information provided to RAVE Emergency Alerts powered by Smart911 is private and only used to notify you for official Town of York or York County EMA communications and to support the York's emergency services.

Your information is not used for marketing purposes and will not be sold to telemarketers or data-mining organizations. A variety of “opt-in” mechanisms are available to ensure you are getting just the messages you want to receive, delivered via the devices and communications modes that you choose.

RAVE Emergency Alerts utilizes the highest standards in physical and computer security technologies and conducts regular audits to ensure all information is kept secure. Privacy policies are also outlined in the Terms and Conditions you review when you sign up to receive RAVE Emergency Alerts powered by Smart911notifications.

RAVE Emergency Alerts powered by Smart911

Landing page text:

Alerts powered by Smart911-or- RAVE Alerts is the official emergency notification system used by all 29 communities of York County to communicate with community residents during emergencies. Sign up now to receive free alerts from the Town of York via text message, email, and/or voice message.

- Add your address to receive geo-targeted alerts
- Indicate what types of alerts you want to receive including weather, traffic, emergency, and more.
- Indicate how you want to be notified by text, email, and/or voice message.

Sign up to receive emergency notifications here:

<https://www.smart911.com/smart911/registration/registrationLanding.action>

Need to update your emergency notification preferences? Click here:

<https://www.smart911.com/smart911/login.action> to log in to your account.

Click here for more information <https://www.ravemobilesafety.com/>