

RAVE Alert and Smart911



Frequently Asked Questions

What is RAVE Alert/Smart911?

RAVE Alert is integrated with the Smart911 system, but they serve different purposes. RAVE Alert is Lewis & Clark County's official emergency alert notification system, which sends alerts via phone call, text message, email, and Facebook posts to the public during emergencies.

Smart911 is an enhanced public safety app that allows users to create a safety profile with vital information, such as home address, phone number, special needs, and emergency contact information that can be utilized by responders in the event of an emergency. Smart911 users can also receive targeted alerts from the National Weather Service.

Both services are free and at no cost.

How does the alerting work?

When an emergency meets the criteria for sending out an alert to the public, Helena-Lewis & Clark County 911 will gather the necessary information and send an alert to the affected area via RAVE. Alerts can be sent countywide to everyone who has opted-in to the system via RAVE or Smart911, or a specific targeted area for more localized incidents.

What kind of emergency alerts go out?

Critical and targeted messages. Every individual registered in the system can receive emergency alerts via phone call, text message, and email, however this is dependent on which delivery method the user chooses. Messages are also linked to social media via the following Facebook pages: Helena-Lewis & Clark 911, the Helena Police Department, the Lewis & Clark County Sheriff's Office, the City of Helena, and the Helena Fire Department.

Why should I sign-up for RAVE Alert/Smart911?

Make sure you receive critical alerts. Helena-Lewis & Clark 911 uses the integration between RAVE and Smart911 to send official, real-time alerts to the public. RAVE Alert uses a publicly available list of landline phone numbers for residents and businesses, however, many people use cell phones, and these phone numbers aren't in the system.

What happens with my information?

The information you provide to RAVE Alert/Smart911 is only used to send emergency alerts and assist first responders. It is not shared, sold, or made available to outside organizations. Your Smart911 safety profile is not searchable. In some areas, you can choose to allow Smart911 to share your profile with other Emergency Communication Centers or Emergency Management Departments if they utilize Smart911.