



Meeting Date:	July 6, 2026
Submitter:	Blaine Wing, City Administrator
Department:	Administration
Agenda Item:	Will County Emergency Notification system changes to Smart 911

Summary: Earlier this year, the City was notified by the Will County Emergency Management Agency that the Everbridge emergency notification system was being retired and replaced with the RAVE system as of July 1, 2026. After many years of use, data included in the emergency system can become outdated, and the County is encouraging current residents sign into an updated system to register their contact information. Existing Everbridge subscribers were sent a notification about the transition and encouraged to register for the new system, Smart911.

Smart911, which operates similarly to the Everbridge platform, provides expanded features. City of Crest Hill Administration, Police, and Public Works staff have access to the platform and can share messages specific to Crest Hill, such as news about road closures or service disruptions. Messages are delivered to voluntary participants via email, phone message, and mobile app. There are no changes to the City's reverse 9-1-1 system, which does not require registration.

The Smart911 platform also provides the opportunity to sign up for a free Safety Profile. This voluntary profile allows entry of contacts, medical information, household members, pets, vehicles, and additional addresses. This information can quickly assist emergency responders.

The City has shared information on our social media channels and City website, along with issuance of a press release on June 26, 2026. More information can be found on the City's website page: <https://www.cityofcresthill.com/166/Emergency-Alerts-Sign-Up>

To register for Smart911, residents should visit the Will County Smart911 Registration page: <https://willcounty911.gov/smart-911/org>.

Recommended Council Action: Public Information

Attachments:

Press Release from Will County Emergency Management Agency
Crest Hill Press Release (June 26, 2026)