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City of Salem to Achieve Compliance with Virginia's Marcus Alert System Through Rave 911 Suite and Smart911

SALEM, Va., June 17, 2021 – The city of Salem today announced the city is implementing Rave Mobile Safety's Rave 911 Suite and Smart911 to achieve compliance with [Virginia's Marcus Alert System](#), which established statewide mental health awareness response and community understanding services.

The Marcus Alert System legislation mandates a set of protocols to initiate a behavioral health response to a behavioral health crisis, including for individuals experiencing that crisis secondary to mental illness, substance abuse, developmental disabilities, or any combination thereof. It requires that, by July 1, 2021, every locality in Virginia establishes a voluntary database to be made available to the 9-1-1 alert system and the Marcus Alert System to provide mental health information and emergency contact information for response to an emergency or crisis.

Salem will be in compliance thanks to its new implementation of [Rave 911 Suite and Smart911](#), a national service that allows individuals to provide 9-1-1 call takers and first responders with critical information through a Safety and Vulnerable Needs Profile. When residents sign up for Smart911, their Safety Profiles display on the 9-1-1 screen and allow 9-1-1 call takers to view key information, like addresses, mental health and medical information, photos, emergency contacts and more. Residents are in complete control of what information is included in their Safety Profile and can choose which information they want shared with 9-1-1.

With the Rave 911 Suite, 9-1-1 call centers also have access to capabilities like call notes, caller location and chat functionality—all of which will help Salem's first responders provide better informed response to residents.

"Our goal in the Emergency Communication Center is to ensure that we are providing the best possible service to our community," said Daniel Hartman, Salem Police Department Telecommunications Manager. "Smart911 allows individuals to input critical information and to plan for emergencies ahead of time. The use of the Rave 911 Suite and Smart911 will enhance our ability to provide critical information to first responders when seconds count. The Rave 911 Suite and Smart911 provide us with the necessary resources to better protect our community."

Individuals are encouraged to create their Safety Profile with Smart911 today to have their information immediately available to 9-1-1 and to receive emergency notifications. Smart911 is private and secure, and information is only made available to the 9-1-1 system in the event of an emergency call. To create a Smart911 profile for yourself and your family, visit the [Smart911 registration page](#).