

Transylvania County Enhances Emergency Notification System

TRANSYLVANIA COUNTY, NC, 09/22/2025 – Transylvania County is rolling out an upgraded emergency alert system that will still provide immediate emergency alerts to a user's phone, but also enhance emergency response by being able to enter household information that aids first responders in providing assistance. The new system will require that citizens complete enrollment even if they have previously signed up for text alerts in the old system.

Smart911 is available to all individuals and families in Transylvania County with no cost to sign up and use the system by going to www.smart911.com or by [downloading the Smart911 App](#). From there, you can set up a safety profile for your household that includes information first responders may need to respond to a 9-1-1 call. The profile will display when dispatch is called providing critical information that can save valuable time in an emergency.

“Smart911 saves critical time in an emergency when seconds count,” said Cameron Sexton, Communications Director. “The key information provided in a Smart911 Safety Profile enables us to know exactly where we are going and who we are looking for if a child goes missing or there is a house fire, those details can help us respond faster and more efficiently. Sending notifications through Rave Alert allows us to keep the public informed of emergencies and how to be prepared and stay safe.”

Users will also have access to Rave Alert, a sign up to receive notifications via email, text, or voice message on their cell phones about potentially hazardous situations involving weather, traffic, and other emergencies. They can also identify when and how they are alerted and communicated with before, during, and after emergencies Rave Alert replaces the older CodeRed TEAM Alerts that emergency services has used in the past. Current CodeRed TEAM Alert users will need to enroll for Rave Alerts to continue to receive alerts in the future.

“Citizens will receive notifications that will improve safety in our county and help inform residents of potentially lifesaving actions they may need to take in an emergency,” said Kevin Shook, Emergency Management Director. “The information in Smart911 Safety Profiles and the emergency notifications allows both residents and first responders to be better informed in an emergency situation.”

The upgraded system will enhance public safety in Transylvania County with more options for users. Smart911 enables citizens to link both home and work addresses to mobile phones, which can be passed on to responders in the field for more a detailed, rapid response. All information is optional, and the citizen has the ability to choose what details they would like to include.

To get started with Rave Alert, text “TCRave” to 67283, or go to www.bit.ly/TCRave