



### **What is Smart911?**

Smart911 is a confidential service that allows users to create a profile that is activated in participating dispatch centers when a person dials 911. The electronic safety profile provides essential information household about family members, home, pets and vehicles. This information will display automatically on the 911 call taker's screen when users make an emergency call. It's private and secure, and users control what information is in their profile.

### **How does Smart911 help?**

Detailed profiles can save seconds or even minutes during an emergency. Some examples of how Smart911 can help first responders include:

*Mobile phones:* Approximately 73% of 911 calls come from mobile phones. A cellular telephone's exact location can't always be determined by GPS from a cell tower. Smart911's enhanced service displays the listed address of the mobile phone in the profile and can track the call via GPS, even if the call is disconnected.

*Missing children:* It can take up to an hour to acquire an accurate photo of a child and disseminate it. Smart911 profiles will display the user provided photo of the child which can be immediately saved or forwarded to officers in the field or news channels.

*Unresponsive callers:* Individuals may not be able to speak because they are unconscious, suffer from epilepsy or diabetes, have a speech condition or be in a situation where it is dangerous to speak. If provided, Smart911 medical information will be displayed so that first responders will know of existing medical conditions and how to treat them. A profile can also list caregiver contact information.

*House fire:* The Smart911 profile will list the family members, photos, bedroom locations and even pets to assist fire fighters in quickly locating all members and rescuing them safely.

### **What information can be included?**

Anything a user thinks could be useful, including:

- Family members' ages, photos or physical descriptions
- Information about their home, including address, utility shutoff valves and keyholders
- Medical information, such as medications, medical conditions or disabilities
- Special considerations like language restrictions, restraining orders or rescue notes

### **Who can use 911?**

Anyone who lives, works or visits DuPage County can create a profile. It's free and completely confidential—the information provided is available only to emergency responders during a 911 call. The service can be especially valuable to households with young children, seniors, or anyone with a physical or mental disability. DuPage First Responders encourage participants in the State of Illinois Premise Alert Program (PAP) to also complete profiles.

Smart911 is a national product. This means your profile will display to any 911 center in the United States that has Smart911.

### **How do you sign up?**

Visit [www.smart911.com](http://www.smart911.com) to create a profile. The step-by-step online process lets users decide which information they want to include on their profile. The profile can be updated or changed at any time.