



Smart911

Help us protect your family



What is Smart 911?



An enhanced FREE 9-1-1 service that allows citizens to input their personal, medical and household information into the 9-1-1 system so that it is available to call takers and first responders if and when you need to call 9-1-1

100% PRIVATE AND SECURE



**Are you ready for an emergency?
Help Us Help You.**



What information can be included in a profile?



- **Family members**

- Names, ages, photos, physical descriptions, cell phone numbers

- **Home Information**

- Address, shut off valves for utilities, bedroom locations, security codes, pets

- **Medical Information**

- Medications, medical conditions, allergies, physical or mental disabilities

- **Special Considerations**

- Language restrictions, vehicle information, restraining orders, rescue notes

Why is this useful?



Mobile Phones

Approximately 70% of calls to 9-1-1 come in from mobile phones. These numbers are not listed with an address and an exact location cannot always be determined by GPS.

Smart911 will display the address of the mobile phone user and will track the call via GPS, even if it is dropped

Missing Child

It can take up to an hour to acquire an accurate photo of the child and have it disseminated through the appropriate channels

Smart911 profiles will display the photo of the child which can be immediately saved or forwarded to officers in the field or news channels

Why is this useful?



Unresponsive callers

Individuals may be unconscious due to an allergic reaction, suffer from epilepsy, have a speech condition or be in a situation where it is dangerous to speak

Smart911 medical information will be displayed so first responders will know of existing medical conditions and how to treat them.

House Fire

Families rely on the training of fire fighters to locate and rescue all members of the household in the event of a fire

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

Screen Shots at 9-1-1 Center



Smart911 Information


Phone #: (111) 111-1111 Ticket #: 274 Last Updated: 4 Dec 2009

Summary People Houses Other Map View

< Previous Person Next Person >

Personal

Name: Sam Smith
Alerts: Sam: Hearing disabled

Photo	Physical
	Hair: Brown Eyes: Blue Gender: M Age: 6 Height: 4' 0" Weight: 45 lbs

Medical

Allergies: Food Allergies(Mild)
Rescue Help: Hearing Impaired

Residence

Home 10 Main St - Ocala, FL - 34432

Smart911

Smart911 Information

Phone #: (111) 111-1111 Ticket #: 274 Last Updated: 4 Dec 2009

Summary People Houses Other Map View

Next House >

Location

Address: 10 Main St - Ocala, FL - 34432
Name: Home

Incoming call is from a phone associated with this house.

Structure

Color: Gray
Siding: Vinyl
Bedrooms (#): 3
Floors (#): 2
Bedroom: one or more above the main level
Location(s):
Gas Valve: left side near garage

Notes

Access: Drive way is hidden behind large oak tree
Alarm: ADT alarm
Company:
Number of Residents: 4

Smart911

Screen Shots at 9-1-1 Center



Smart911 Information

Phone #: (111) 111-1111 Ticket #: 274 Last Updated: 4 Dec 2009

Summary People Houses Other Map View

Vehicles

Make/Model	Year	Color	Plate #	State
Ford Aerostar	2002	Blue		

Pets

Name	Species	Weight	Vet
Fluffy	(Dog)	125 lbs	

Emergency Contacts

Sam Jones	(777) 777-7777	Neighbor
-----------	----------------	----------

lives at 22 Main st

Phones

(111) 111-1111 (M) Carrier: Advantage Cellular

Smart911

Smart911 Information

Phone #: (781) 856-1396 Ticket #: 273 Last Updated: 11 Dec 2009

Summary People Houses Other Map View

Map Satellite Hybrid

A map view of a residential area. A blue circle indicates a location on Boston Rd. The map shows several streets including Park St, Foley Dr, and Cordaville Rd. Highway shields for 30 and 85 are visible. A scale bar at the bottom indicates 2000 ft and 500 m. The map is powered by Google.

Center Update Location

Smart911

How to Register



Visit www.smart911.com to build a FREE profile

You decide how much information to include

9-1-1 Call takers only have access to your profile when you call 9-1-1 from a registered phone

1. Account Details
2. Residence Details
3. People Details
4. Phone Details

Key Points to Remember!

Your data is kept private and only shared when you call 9-1-1

It's free - Smart911 is funded by existing 9-1-1 fees

Your information is delivered when:

- The phone from which you call 9-1-1 has completed the confirmation process
- You have verified your information is current within the last 6 months
- The 9-1-1 center to which your call is delivered supports Smart911



Account Details

Provide your account information and contact details. Please make sure to read the terms of service so that you understand how the service operates. It may not be available in every region in which you call 9-1-1.

Tell us about yourself

* First Name:

* Last Name:

* Email Address:

* Confirm Email Address:

Select a User ID and Password

* User ID:
Minimum of 6 characters.

* Password:
Your Password must be at least 8 characters long and contain at least one letter and one non-letter (like a number or symbol).

* Confirm Password:

In case you forgot User ID or Password

* Security Question:



Smart911
Help us protect your family

How You Can Help



Website: Include info on Smart911 on your website with a link to registration

E-Newsletter: Include Smart911 in your next newsletter (link to website and Facebook page)

Facebook: Like us (DuPage Smart911) on Facebook. Then post info on smart911 and link to our page for registration

Events: Let us know when you have community events, so we can be a part of them and include Smart911 flyers in event registration packets

Mailings: Include a Smart911 flyer in mass mailings that go out to your community

Cross-promotion:

- If we haven't already, we'll like you on facebook, and share your community events or safety related posts on our page
- We can create flyers with messaging & imagery geared towards your community
- Send us your logo to include on partner materials

Please contact us with questions or to discuss ways in which we can work together:

Jessica Olson Smart911 jolson@smart911.com 888-605-7164 x 207

Linda Zerwin DuPage ETSB linda.zerwin@dupageco.org 630-878-2509



Sample Materials



General Audience



Help 9-1-1 protect you and your family

The DuPage County Emergency Telephone System Board now offers a free, new service to help you when you call 9-1-1. Once you've signed up, first responders will be provided important information that will help them address your emergency. This information - including medical issues and current location - can help Police, Fire and EMT locate and help you.



- Supported by existing 9-1-1 fees - free to register
- Brought to you by DuPage ETSB
- 100% private and secure

Sign up today at Smart911.com

Learn more at www.co.dupage.il.us

Missing Child



Help 9-1-1 protect your children

The DuPage County Emergency Telephone System Board now offers a free, new service to supplement the Amber Alert process. With parents' help, the 9-1-1 call-taker will receive the photograph of a missing child during a 9-1-1 call and forward it immediately to officers in the field - saving critical minutes.



- Supported by existing 9-1-1 fees - free to register
- Brought to you by DuPage ETSB
- 100% private and secure

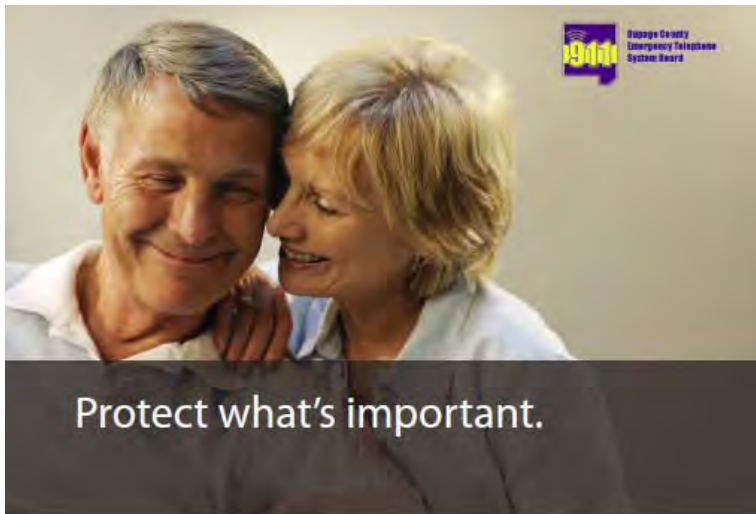
Sign up today at Smart911.com

Learn more at www.co.dupage.il.us

Sample Materials



Seniors



The advertisement shows a close-up of an elderly man and woman smiling and embracing each other. In the top right corner, there is a small 911 logo with the text 'DuPage County Emergency Telephone System Board'. At the bottom, a dark grey banner contains the text 'Protect what's important.'

Help 9-1-1, help you

The DuPage County Emergency Telephone System Board now offers a free, new service to improve 9-1-1 response. After you sign up, any 9-1-1 call you make will include important medical information about you or your spouse. This can help operators and first responders address any issue you may have faster and more effectively.



- Supported by existing 9-1-1 fees - free to register
- Brought to you by DuPage ETSB
- 100% private and secure

Sign up today at [Smart911.com](https://www.smart911.com)

Learn more at www.co.dupage.il.us

Elderly Care



The advertisement shows a younger man in a blue shirt helping an elderly man with a white beard and a brown flat cap. The younger man has his hand on the elderly man's shoulder. In the top right corner, there is a small 911 logo with the text 'DuPage County Emergency Telephone System Board'. At the bottom, a dark grey banner contains the text 'Is your family 9-1-1 ready?'

Help 9-1-1 protect you and your family

The DuPage County Emergency Telephone System Board now offers a free, new service to improve 9-1-1 response. After you sign up, any 9-1-1 call you or your loved ones make can include important medical information. Now EMS can locate and help disoriented or disabled senior citizens without relying solely on over-the-phone questioning.



- Supported by existing 9-1-1 fees - free to register
- Brought to you by DuPage ETSB
- 100% private and secure

Sign up today at [Smart911.com](https://www.smart911.com)

Learn more at www.co.dupage.il.us

Sample Materials



Mental Disability



Now, a better 9-1-1 service for people with disabilities.

Empowering people with disabilities

[Your PSAP, City or County] now offers a free, new service to improve 9-1-1 response. Once citizens with disabilities are signed up, anytime they dial 9-1-1 the dispatcher will see their name, disability description, special rescue notes and current location on-screen. Help from 9-1-1 is no longer dependent on verbal communication.



- Supported by existing 9-1-1 fees - free to register
- Brought to you by the [Your PSAP, City or County]
- 100% private and secure

Sign up today at Smart911.com

Learn more at [Your PSAP, City or County URL] or call [Your PSAP] for details at (xxx) xxx-xxxx.

Physical Disability



Now, a better 9-1-1 service for people with disabilities.

Help 9-1-1 help you

[Your PSAP, City or County] now offers a free, new service to improve 9-1-1 response. Once you're signed up, anytime you dial 9-1-1 the dispatcher will see a description of your disability, special rescue notes and your current location on-screen. Now EMS, police and fire fighters can arrive on the scene 100% prepared to help you.



- Supported by existing 9-1-1 fees - free to register
- Brought to you by the [Your PSAP, City or County]
- 100% private and secure

Sign up today at Smart911.com

Learn more at [Your PSAP, City or County URL] or call [Your PSAP] for details at (xxx) xxx-xxxx.

Sample Materials



Allergies



Ensure that 9-1-1 knows about your family's severe allergies

Improved EMS service for citizens with allergies

Nashville Emergency Communications Center now offers a free, new service to improve 9-1-1 response for citizens with severe allergies. Once you've signed up, anytime you dial 9-1-1 the operator will see your name, allergy and current location on-screen - even if you're unable to speak EMS will be dispatched to your location with an EpiPen in hand.



- Supported by existing 9-1-1 fees - free to register
- Brought to you by Nashville Emergency Communications Center
- 100% private and secure

Sign up today at Smart911.com

Learn more at www.Nashville.gov/ECC/Smart911

Diabetes



Does 9-1-1 know you're Diabetic?

Inform first responders in advance

The City of Sandy Springs, through the Chattahoochee River 9-1-1 Authority (ChatComm), now offers a free, new service to help you when you call 9-1-1. Once you've signed up, first responders will be provided important information that will help them address your emergency. This information - including medical conditions, like Diabetes - can help Police, Fire and EMT locate and help you.



- Supported by existing 9-1-1 fees - free to register
- Brought to you by the Chattahoochee River 9-1-1 Authority
- 100% private and secure

Sign up today at Smart911.com

Learn more at www.sandyspringsga.org/Smart911 or call the Citizen Response Center for details at (770) 730-8600

Sample Materials



Pet Owners



Will your pets be rescued if there's a fire at your home?

Help 9-1-1 protect you and your pets

The City of Sandy Springs, through the Chattahoochee River 9-1-1 Authority (ChatComm), now offers a free, new service to help when you call 9-1-1. Once you've signed up, first responders will be provided critical information that will help them help you. This includes pet information so firefighters can ensure every family member is rescued during a fire.



- Supported by existing 9-1-1 fees - *free to register*
- Brought to you by the Chattahoochee River 9-1-1 Authority
- 100% private and secure

Sign up today at Smart911.com

Hearing Impaired



Now, if she dials 9-1-1 she'll be able to communicate.

Better service for the Deaf and Hard of Hearing

The DuPage County Emergency Telephone System Board now offers a free, new service to improve 9-1-1 response for the Deaf and Hard-of-Hearing Community. Once you've signed up, anytime you dial 9-1-1 the operator will be alerted of your hearing disability and offer to initiate a text message chat session.



- Supported by existing 9-1-1 fees - *free to register*
- Brought to you by DuPage ETSB
- 100% private and secure

Sign up today at Smart911.com

Sample Materials



Business Card

Help 9-1-1 protect
you and your family



The City of Sandy Springs, through the Chattahoochee River 9-1-1 Authority (ChatComm), now offers a free, new service to help you when you call 9-1-1. Once you've signed up, first responders will be provided important information that will help them address your emergency. This information - including medical issues and current location - can help Police, Fire and EMS locate and help you.

Sign up today at
Smart911.com

Learn more at www.sandyspringsga.org/Smart911

Business Mailing Card

Help 9-1-1 protect you and your family

Henderson County now offers a free, new service to help you when you call 9-1-1. Once you've signed up, first responders will be provided important information that will help them address your emergency. This information - including medical issues and current location - can help Police, Fire and EMS locate and help you.

Sign up today at
Smart911.com

SHERIFF



- Supported by existing 9-1-1 fees - *free to register*
- Brought to you by *Henderson County E911 Communications Center*
- 100% private and secure



Help EMS
treat you:

Tell Smart911 about your family's medical issues - like heart conditions, allergies and stroke history. This way when 9-1-1 receives a call, EMS will arrive with the appropriate equipment. For those who have a family member with Alzheimer's, Autism or who is deaf, this service helps as well. Instantly 9-1-1 knows the caller's condition and location without having to rely on verbal communication.



Help Police
protect you:

Today when a child goes missing, it takes time for police to obtain a photo of the missing child. With Smart911 police will have that photo instantly and can begin a wide scale search sooner. Additionally, this service helps police locate you if your 9-1-1 call drops for any reason. This allows the police to locate you and your family more quickly during emergencies.



Help Firefighter
rescue you:

With Smart911, call takers can notify firefighters of exactly how many people live in your house - including pets - to ensure that everyone is rescued during a fire. Additionally, if you live in an apartment building, firefighters will not only know the address, but the floor and apartment number as well.

Learn more at: http://hendersoncountync.org/sheriff/e911_division.html

Sample Materials



Nashville.gov - Emergency Communications Center - Smart 911 - Windows Internet Explorer

http://www.nashville.gov/ecc/smart911/

Nashville.gov - Emergency Communications Cen...

NASHVILLE.gov

Metropolitan Government of Nashville & Davidson County

SEARCH

MAYOR'S OFFICE METRO COUNCIL ONLINE SERVICES DIRECTORY EMPLOYMENT HELP CENTER

Emergency Center


Emergency Communications Center Home

- » Accreditation
- » Contact Us
- » Emergency Communications District Board
- » Employee of the Month
- » Employee Spotlight
- » FIRST Team
- » History of the ECC
- » History of 9-1-1
- » Links
- » Media Releases
- » Mission and Values
- » Operations Center
- » Quality Assurance Program
- » Recruitment
- » Smart 911
- » Training
- » 862-8600 Information
- » 9-1-1 Caller Tips
- » 9-1-1 FAQs
- » 9-1-1 Information

Complete a Survey
Make a Suggestion
Register a Complaint
Speakers Bureau

Smart 911

Are You Ready For Emergencies?



Nashville Emergency Communications Center now offers a free, new service to help you when you call 9-1-1.

Once you've signed up, first responders will be provided important information that will help them address your emergency. This information - including photos, medical issues and current location - can help Police, Fire, and EMS locate and help you.

- Program supported by existing 9-1-1 fees - *free to register*
- Brought to you by *Nashville Emergency Communications Center*
- 100% private and secure

[Register Now](#)

How Does This Help?

Better informed first responders are better equipped to help you. With Smart911 paramedics are aware of critical medical information like Alzheimer's or allergies. Police have children's photos in case of an Amber Alert and Fire Fighters know household details - ensuring that everyone is rescued during an evacuation - even pets.

How Does It Work?

The software provides citizens with the ability to enter information that they want to make available to 9-1-1 call takers through a secure website at www.Smart911.com. Smart911 then delivers this information automatically with any 9-1-1 call placed within Davidson County to the call taker's work station at the Emergency Communications Center.

City Website Content

Partner Successes



FW: Sandy Springs E-Blast | April 2011 - Message (HTML)

Message

Reply Forward Delete Move to Folder Create Rule Other Actions Block Sender Not Junk Safe Lists Junk E-mail Categorize Follow Up Mark as Unread Find Related Select Find

You forwarded this message on 4/1/2011 3:04 PM.

From: Noah Reiter [NReiter@sandyspringsga.gov]
To: Jessica Olson
Cc:
Subject: FW: Sandy Springs E-Blast | April 2011


QuickLinks

- City's Website
- City Calendar
- City Departments
- City Government
- Sandy Springs in the News

City Calendar

4/4	6:30 p.m.
District 6 Town Hall Meeting	Holy Innocents' Episcopal School
4/5	6:00 p.m.
City Council Regular Meeting & Work Session	City Hall

SIGN UP FOR SMART 911



Smart911 is a free service that allows you to register information you would like to make available to 9-1-1 call takers. When you sign up for the service, you choose the information you wish to share, which may include photos of children or pets, medical information, emergency contacts, disabilities, home address or other rescue-related information.

When you call 9-1-1, Smart911 automatically delivers the registered information to the 9-1-1 call taker. If you are calling from a cell phone, the service also allows the call taker to temporarily locate your position.

The benefits of Smart911 can be seen in the following scenarios:

- If your child goes missing** - Call takers are able to instantly send a photograph of your child to every police officer in the City.
- If your parent has a medical emergency** - Based on the medical information transmitted to the medical responders, they already have a treatment plan in place by the time they arrive on the scene.

Remember, 9-1-1 and law enforcement agencies only have access to your information when you place a call from your registered phone number. All information resides on Smart911's secure server and cannot be accessed by call takers at any other time.

Town E-Newsletter

Partner Successes



Nashville - Windows Internet Explorer

http://www.facebook.com/pages/Nashville-Smart911/207162322645265#!/musiccityusa

Smart911 PSAP Registrati... Adoption Guide Suggested Sites Get More Add-ons salesforce.com - Enterpris...

Nashville

Nashville
You never know, the life you save could be yours! Check it out.. ...and it's free!

 **Nashville.gov - Emergency Communications Center - Smart 911**
www.nashville.gov

Nashville Emergency Communications Center now offers a free , new service to help you when you call 9-1-1. Once you've signed up, first responders will be provided important information that will help them address your emergency. This information -

April 12 at 5:37pm · Unlike · Comment · Share

You, Courtney Faber and 17 others like this.

 **Caring Hands Cool1**
April 12 at 6:54pm · Like

 **Nashville Smart911** Thanks for the post! You can also get more info and register on our facebook page.
April 13 at 8:49am · Like

Write a comment...

Partner Facebook Post

Partner Successes



TENNESSEE DISABILITY COALITION

HOME ABOUT THE COALITION COALITION PROGRAMS NEWSLINE DISABILITY LINKS CONTACT US

News Categories

- All
- TDC Announcements (33)
- ADA Network (28)
- Benefits to Work (4)
- Disability Action Network (37)
- Family Voices (13)
- Project BRAIN (12)
- Small Grants Program (7)
- Events (41)
- Miscellaneous (30)

Archive

- April, 2011 (5)
- March, 2011 (14)
- February, 2011 (9)
- January, 2011 (2)
- December, 2010 (5)

[read more](#)

Getting Involved

You can sign-up for our weekly email updates, make a donation to support our mission, or impact public policy by joining the Disability Action Network.

[Subscribe to ENews](#)

[Email page](#) | [Print page](#)

Nashville Gets Smart 9-1-1

Submitted by Todd Hash on Mon, 12/20/2010 - 2:12pm.
in [Miscellaneous](#)

Nashville Emergency Communications Center now offers a free, new service to improve 9-1-1 response. Once you're signed up, anytime you dial 9-1-1 the dispatcher will see a description of your disability, special rescue notes and your current location on-screen. Now EMS, police and fire fighters can arrive on the scene 100% prepared to help you.

- Supported by existing 9-1-1 fees - free to register
- Brought to you by Nashville Emergency Communications Center
- 100% private and secure Center

Sign up today at www.Smart911.com

Help us better serve you.
"By entering critical data online before an emergency, you can ensure that first responders are better prepared to respond when you call 9-1-1. Help the City of Nashville, help you. Register today." - Nashville Mayor Karl Dean

Help EMS treat you:
Tell Smart911 about your family's medical issues – like heart conditions, allergies and stroke history. This way when 9-1-1 receives a call, EMS will arrive with the appropriate equipment. For those who have a family member with Alzheimer's, Autism or who is deaf, this service helps as well. Instantly 9-1-1 knows the caller's condition and location without having to rely on verbal communication.

Help Police protect you:
Smart911 information can help police in numerous ways. Today when a child goes missing, it takes time for police to obtain a photo of the missing child. With Smart911 police will have that photo instantly and can begin a wide scale search sooner. Additionally, this service helps police locate you if your 9-1-1 call drops for any reason. This allows the police to locate you and your family more quickly during emergencies.










Partner Website Post



Q & A



Share with 9-1-1

-  [Your photo](#)
-  [Physical description](#)
-  [Your location](#)
-  [Family profile](#)
-  [Emergency contacts](#)
-  [Children's photos](#)
-  [Household details](#)
-  [Pet information](#)
-  [Vehicle information](#)

Smart911 - Dispatcher Console










VIEW PROFILE COPY PROFILE COPY TICKET # HISTORY ABOUT INITIATE CHAT

Profile Viewer

Phone #: 555.555.1234 Ticket #: 05102010-20 Last Updated: 4 Dec 2009

Summary People Houses Other All Map View

Michelle Burke is Hearing Disabled

First	Last	Sex	Age	Medical	Rescue	Photo	Alerts
Ellen*	Burke	F	53				
Michelle	Burke	F	26				
Todd	Burke	M	60				
Bobby	Burke	M	05				

House	Address
Home*	10 Main St - Ocala, FL 34432
Beach Condo	20 Waterfront - Daytona, FL 32323

*Phone number of incoming call is associated with this person and/or this house

© 2009 Smart911, Inc. Smart911