This document will cover:

- What is Smart911?
- How Smart911 Works
- When does Smart911 Help?
- Keeping Your Community Safe
What 9-1-1 Sees on a Mobile Call
What 9-1-1 Sees on a Mobile Call

- Phone Number
- Location
  - Latitude
  - Longitude
What 9-1-1 Sees with Smart911

### Profile Viewer

Phone #: 000 000-0000 (L)  
Ticket #: 03162011-9485  
Last Updated: 09 May 2012

**Summary**  
View Profile  
Copy Profile  
Copy Ticket Number  
History  
About  
Initiate Chat  
Copy Chat

### People

**John:** Requests SMS: Mute / Speech Impaired  
**George:** Alzheimer’s Disease

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**Home**  
123 Central Main Street, Little Rock, AR 72201

**Office**  
500 Industrial Avenue, Suite 910, Little Rock, AR 72201

* phone number of incoming call is associated with this person and/or house
What is Smart911?

- Private and secure website
- Citizens create a Safety Profile of valuable information they want to provide 9-1-1 call takers and first responders
- Service is free to citizens
How Smart911 Works

- You create a Safety Profile at [www.smart911.com](http://www.smart911.com)
How Smart911 Works

- Enter as much or as little information as you like
How Smart911 Works

- Safety Profile is stored in secure national database
How Smart911 Works

- Safety Profile pops on call taker’s screen when you dial 9-1-1
When does Smart911 Help?

- Unknown Address and Location
- Mobile phones can be linked to specific addresses:
  - Home
  - Work
  - School

Result: 9-1-1 knows who is calling and where they are located.
“This is a great idea! Used it for the first time on Thanksgiving Day when my husband had a stroke it was so helpful! Keep up the good work.”

-Suzie G. of N. Augusta SC
When does Smart911 Help?

- **Caller Cannot Communicate**
- **Caller by not be able to communicate due to:**
  - Allergic reaction
  - Heart attack
  - Home invasion

**Result:** Information is immediately available and caller doesn’t need to be the sole source of information.
“It was 4:30am when my husband became ill and required emergency transport to the local ER. At that sleepy hour and in the chaos of the emergency I was overjoyed that I didn't have to try to remember our address, his birthday and so on - the dispatcher was able to retrieve everything necessary to send paramedics immediately. He was diagnosed with sepsis, a condition that if not treated quickly can result in long term organ damage or even be fatal.”

-Susan S. of Nicholasville, KY
When does Smart911 Help?

- Medical Emergency
- Important medical information can be included:
  - Medical issues
  - Medications
  - Allergies

Result: Knowing these details ahead of time can help avoid allergic reactions or dangerous medication combinations.
“I had my 1st experience with Smart911 March 2011 with an Acute Asthma Attack. My information was in there and complete, the units were there in minutes, and the dispatcher stayed on the line with me. With the care I received on the way to the hospital I can't even begin to think of anything to improve.”

-Jane V. of Goodlettsville, TN
When does Smart911 Help?

- **Missing Child**
- **Smart911 Safety Profile displays:**
  - Recent photo
  - Physical description

Result: 9-1-1 call takers can immediately forwarded picture and description to officers in the field for a faster response.
Keeping Your Community Safe

• Create a Smart911 Safety Profile for your household at www.smart911.com

• Spread the word to your friends and family

• Follow Smart911 on Facebook and Twitter for news and safety information.

Facebook.com/Smart911  Twitter.com/Smart911
Questions?
Call the Dubuque County 9-1-1 non-emergency dispatch number at 563-589-7856.