

For more information, contact:
630-550-7783
Smart911@dupageco.org
WWW.SMART911.COM

Emergency Telephone System Board Of DuPage County Smart911 Fact Sheet



Protect your family when seconds count – register for Smart911!

What is Smart911?

Smart911 is an innovative public safety service that enhances the information a 911 call provides during an emergency. Users go online to create detailed profiles with critical medical and family information that helps first responders when a 911 call is placed. The profile provides essential information about family members, home, pets and vehicles. This information will display automatically on the 911 call taker's screen when you make an emergency call. It's private and secure, and you control what information is in your profile. The service is offered by the Emergency Telephone System Board of DuPage County and is supported by existing 911 fees

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, 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 you think could be useful, including:

- Family members' ages, photos or physical descriptions
- Information about your home, including address, utility shutoff valves and key holders
- 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 in, works in 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 is especially valuable to households with young children, seniors, or anyone with a physical or cognitive disability

How do you sign up?

Visit www.smart911.com to create a profile. The step-by-step online process lets you decide which information you want to include on their profile – and you can change or update your profile at any time.