

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 a free public safety service that helps first responders help you more quickly when you dial 911. You create an electronic safety profile that provides essential household 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. Smart911 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 valuable time during an emergency. Some examples:

Mobile phones: Approximately 73% of 911 calls come from mobile phones – but 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 a current 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: Callers 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. A Smart911 profile can display medical information so that first responders know about existing medical conditions and how to treat them. A profile can also list caregiver contact information.

House fire: The Smart911 profile will list family members, photos, room 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 keyholders
- Medical information, such as medications, medical conditions or disabilities
- Special considerations like language restrictions, restraining orders or rescue notes

Who can use Smart911?

Anyone who lives, works or visits DuPage County can create a profile. It's free, and the information provided is available only to emergency responders during a 911 call. DuPage first responders encourage participants in the State of Illinois Premise Alert Program (PAP) to also complete profiles.

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 your profile – and you can update or change it at any time.

Like DuPage County Smart911 on [Facebook](https://www.facebook.com/DuPageCountySmart911) ([Facebook.com/DuPageCountySmart911](https://www.facebook.com/DuPageCountySmart911)); follow us on [Twitter](https://twitter.com/DuPageSmart911) (@DuPageSmart911).

Information to Include in Smart911

Please use this worksheet as a guide for information you would like to provide 9-1-1 call takers and first responders.

Sign Up Information

First Name: _____	Number: _____
Last Name: _____	Street: _____
Email Address: _____	City: _____
Leave Blank:	State: _____
User ID: _____	Zip: _____
Password: _____	Number of Residents: _____

Home Address

People Details

First Name: _____	List any medical information: _____
Last Name: _____	_____
Date of Birth: _____	_____
Circle one: Male / Female _____	_____
Hair Color / Eye Color: _____	_____
Height / Weight: _____	_____

Medical Information

Phone Number

Number of phones numbers in household: _____	First Name: _____
Phone Number: _____	Last Name: _____
Circle one: Mobile / Land Line / VOIP / Cable _____	Phone Number: _____
Phone Number: _____	Email Address: _____
Circle one: Mobile / Land Line / VOIP / Cable _____	

Emergency Contact

Animals

Animal Type: Pet / Service Animal / Livestock _____	Make: _____
Number of Pets: _____	Year: _____
Pet Name(s): _____	Color: _____
Type of Animal(s): _____	License Plate: _____

Vehicle Information