



Smart911.comTM

Sign up today. Because every second counts.



OEMC

CRITICAL CALLER DATA FOR 911 RESPONDERS

WHAT IS SMART911?

- ❑ A free online app that allows you to create a custom 9-1-1 Safety Profile for you and your family.
- ❑ The Safety Profile for residents can include as little or as much information as needed about themselves and their family members.
- ❑ The profile can be linked to any number of addresses you may frequent (home, work, etc.) as well as any phone numbers you wish to add.
- ❑ The profile will be shown to 9-1-1 call takers **ONLY** when you call 9-1-1; pertinent information will be shared with first responders for the response as usual.



WHY USE SMART911?

- As a call is made from a phone registered with Smart911, **any city or state** that has Smart911 will recognize the phone number and will display the information that was provided by the registered caller.
- 32 million people use Smart911 for personal and family preparedness in over 1,000 communities. This includes statewide implementations in Michigan, Delaware, and Arkansas. Locally, DuPage County has been using Smart911 since 2010, Naperville since 2013 and Cook County Sheriff's Office since 2015. Chicago will become the nation's largest single user of Smart911.
- Over 10% of 9-1-1 calls nationally are processed through Smart911.
- Approximately 75% of 9-1-1 calls are made using cellular phones that lack detailed location information.

What Can My Smart911 Safety Profile Include?



Family

Include all members of your household, including their photos. You can also add all landlines and mobile numbers and who they belong to.



Address Details

Let responders know how to access your home, bedrooms, utility shut offs, and if you live in a multi-unit building.



Medical Information

EMS can be aware of medical conditions, medications, and if special equipment will be needed in an emergency.



Animals

Add your pets, service animals, and livestock, including their names and vet information so responders are aware of them if they need to enter your home.



Vehicles

Add details such as make, model, and license plate number in the event of an accident.



Emergency Contacts

Include family members, friends, or neighbors who should be contacted in the event of an emergency.

SMART911 IS SECURE

- Call takers and emergency response personnel can only see a Smart911 profile when the resident makes a 9-1-1 call
- The information is only made available when it has been verified through Smart911 on each call
- Highest levels of security certifications
- In 7 years, government agencies have not experienced any security breaches
- All data collected is encrypted at every level and is not searchable by call takers



SAMPLE SAFETY PROFILES

Hi, George Profile Strength 86%

People / Household + Add

George A Liebertritt - George.Liebertritt@gmail.com
Male - October, 1977
[Edit Basic Info](#) | [Edit Details and Medical Info](#) | [Remove](#)

Hilary B Sutton - Hilary.Sutton@gmail.com
Female - February, 1973
[Edit Basic Info](#) | [Edit Details and Medical Info](#) | [Remove](#)

Lola R Liebertritt
Female - May, 2011
[Edit Basic Info](#) | [Edit Details and Medical Info](#) | [Remove](#)

Addresses + Add

House - Single Family
Chicago IL, 60655
[Edit Basic Info](#) | [Edit Details](#) | [Remove](#)

1411 West Madison Street Chicago IL, 60607
Office / Commercial
[Edit Basic Info](#) | [Edit Details](#) | [Remove](#)

Phones + Add

773-...@landline
Used By: George A Liebertritt
Associated Address: [SanDim row](#)
[Edit](#) | [Remove](#)

773-...@mobile
[Edit](#) | [Remove](#)

Emergency Contacts + Add

Janet Liebertritt
773-...@mobile
[Edit](#) | [Remove](#)

Craig Liebertritt
779-...@mobile
[Edit](#) | [Remove](#)

Preferred Providers + Add

Northwestern Hosp. (Hospital)
Preferred by: George Liebertritt, Hilary Sutton, Lola Liebertritt
[Edit](#) | [Remove](#)

Christ Hosp (Hospital)
Preferred by:
[Edit](#) | [Remove](#)

Vehicles + Add

2015 Ford Escape
[Edit](#) | [Remove](#)

2014 Ford Escape
[Edit](#) | [Remove](#)

Animals + Add

Nickleby-aggressive
[Edit Basic Info](#) | [Edit Details](#) | [Remove](#)

Smart911 - Profile Viewer

Copy Profile | Copy Ticket | About

Latest Source: Smart911 Safety Profile (24 days ago)

781-856-1396 (SMS) | 01072013-67830 | 13:47

Smart911

Smart911 Safety Profile

Todd Requests SMS: Mute / Speech Impaired Deaf / Blind Hard of Hearing Deaf

William Requests SMS: Speech Impaired

Kimberly Pieltt	F	46					▼
Todd Pieltt	M	46					▲

Incoming call is from a phone associated with this person.

Personal (14 days ago) | [Report error](#)

Name: Todd Pieltt
Primary Language: Italian
PIN: 1234
Driver License: hfdsfhdsfhdsfd (MA)

Contact Lenses: Yes
Advance Directive: Yes
Advance Directive Location: lorem ipsum dolor sit amet consectetur adipiscing alet, sed diam.

© 2013 Rave Mobile Safety. All Rights Reserved. 13:47:23 03/19/13

SMS CHAT FEATURE FOR CALLERS UNABLE TO COMMUNICATE

- ❑ Available for any mobile call. No registration required by community member.
- ❑ **ONLY** call takers can initiate 2-way SMS Chat conversations with mobile callers.
- ❑ **Caller cannot text to 9-1-1 first.**
- ❑ SMS Chat is optimized for use by callers with hearing or speech impairments.
- ❑ A deaf/hard of hearing person can indicate in their Smart911 profile that they are deaf/hard of hearing and prefer to communicate through SMS Chat. When they dial 9-1-1, the 9-1-1 call taker will receive a notification to communicate via text.
- ❑ If an emergency caller is non-verbal, disconnected or has poor coverage, a call taker can contact them to send help or verify accidental calls. (Other examples include incidents where the offender is in vicinity, domestic disputes.)
- ❑ Two-way SMS chat messages in such incidents provide additional information to safely send to first responders before incidents escalate further.



Sign up today. Because every second counts.

SMARTSAVES



OEMC

Plan For Any Emergency

Smart911 is a trusted national service allowing residents to give 9-1-1 and first responders any information they would want them to know in an emergency, **before** any emergency occurs.



Sign up today. Because every second counts.

<https://www.ravemobilesafety.com/blog/push-for-smart911-in-cincinnati-and-beyond>

SMARTSAVE: MEDICAL HISTORY

- ❑ **Orange County, VA – July 2, 2016**
- ❑ 9-1-1 call to report severe chest pain.
- ❑ Smart911 profile had been created and provided 9-1-1 details about the victim's address and medical history.
- ❑ Medical history was shared with responding paramedics and critical time was saved in preparation and response.
- ❑ Just seconds after leaving in an ambulance, the victim's heart stopped. He was resuscitated twice inside the ambulance. The hospital was immediately able to prep for surgery, and the victim's life was saved.
- ❑ Authorities estimate that Smart911 shaved 7 minutes off of the response time.

CHICAGO SMART911 SERVICE ENHANCEMENTS

□ **Location accuracy**

- Over 75% of 9-1-1 calls come from cell phones
- No exact location available
- Location given to call takers in ranges
- Register any frequented address(es) you wish to help first responders easily locate you during an emergency (home, work).

SMARTSAVE: UNABLE TO COMMUNICATE

- **Grand Traverse County, MI – November 16, 2014**
- Dispatcher received a call from an uncommunicative caller, but then heard a cough.
- The call was coming from a mobile phone, and because of the caller's location, near Grand Traverse Bay in Lake Michigan, the dispatcher was unable to receive any location information from the phone. The man on the other end of the line continued to cough every few seconds but did not respond to any of the dispatcher's questions.
- Smart911 profile had been created and provided the home address of the caller. Smart911 cut an estimated 11 minutes off of the response.

SMARTSAVE:

UNRESPONSIVE GRANDMOTHER

- **Hancock County, IN – May 1, 2018**
- A woman was watching her grandson at her home when she collapsed and became unresponsive. The 7-year-old grandson called 9-1-1 from a cellular phone, stating “My grandma's dead and I'm the only one home.”
- What the boy didn't remember, like many other kids his age, was his address. He just moved there a few months ago.
- Smart911 profile had been created and provided the home address of the caller.
- "By the time we answered that call, we already knew where we were going."
– Hancock County dispatch.

SMARTSAVE: HOSTAGE INCIDENT

- ❑ **New Providence, NJ – June 29, 2017**
- ❑ A call to 9-1-1 from a female asking them to “send the news”. The cryptic request prompted the dispatcher to ask if she needed emergency services, to which the caller responded “yes”. When asked if the caller was able to speak freely, the response was “no”.
- ❑ The dispatcher then asked if the caller was able to respond to text messages and the caller said she could. The dispatcher initiated a chat session and learned that there was a male subject at her location threatening the lives of all people present as well as any incoming police.
- ❑ Through this text conversation, the caller was able to provide both an accurate location and description of the male subject. Emergency response units located the subject and safely removed the caller and others from the area. Response units took the subject into custody and resolved the situation without anyone getting hurt or injured.

CREATE AN ACCOUNT

- ❑ Go to the website “Smart911.com”
- ❑ Click on the “Sign Up Today” button in the middle of the screen
- ❑ Fill in the required information and click “Create Account”

Sign Up Now

Plan Ahead For Any Emergency

Once you've signed up for Smart911, first responders will be aware of important information you have provided that will help Police, Fire, and EMS locate and help you in an emergency.

* = required field

First Name *

Last Name *

Receiving Assistance

Someone is assisting me in setting up my account ?

Email Address

User ID *

We recommend using your email address for your User ID.

Password *

Password Requirements

ⓘ 8 or more characters

ⓘ at least 1 lower case letter

ⓘ at least 1 upper case letter

ⓘ at least 1 number

ⓘ at least 1 special character or symbol

Confirm Password *

Phone number *

Phone type *

Mobile Other (Land Line, VOIP, Cable)

Receive profile update reminders on this phone? *

Yes No ?

Group Code (OPTIONAL):

* I agree to the [Terms of Use](#).

CREATE ACCOUNT

MAINTAINING ACTIVE SMART911 PROFILE



Smart911 is a free, new service available in your community to help you when you call 9-1-1. Once you've signed up, first responders will be aware of important information you have provided that will help them address your emergency. This information – including medical issues, current location and even pets – can help Police, Fire and EMS locate and help you.



A free service – Provided by your community



Private and secure – You control your information



Saves time in an emergency – When seconds count



Because every second counts. Sign up today.

- ❑ A caller's information will remain in Smart911 until the account is deleted.
- ❑ However a caller's Safety Profile is only active and available to 9-1-1 for 6 months after an account is logged in.
- ❑ If an account does not show activity by way of logging in for a period of over 6 months, the Safety Profile will be suspended and no information would be delivered to 9-1-1.
- ❑ A caller's account would need to be reactivated, and can be done by simply logging back into the Smart911 account.
- ❑ Call takers can only view a profile for a limited time when 9-1-1 is dialed.
- ❑ Smart911 users will be reminded via call/text/email to confirmed their information if their profile becomes inactive.

PARTNER WITH OEMC TO KEEP YOUR COMMUNITY MEMBERS SAFE

Contact OEMC's 9-1-1 Training and Education Division to schedule Smart911 staff trainings, enrollment events/outreach opportunities and ward meetings:

PCOII MICHAEL TRACY | 312-746-9374 | Michael.tracy@cityofchicago.org

For marketing materials and social media graphics, contact OEMC's Communications and News Affairs Office:

MELISSA STRATTON | 312-746-9454 | Melissa.Stratton@chicagopolice.org
THERESE KORDELEWSKI | 312-743-1772 | Therese.Kordelewski@cityofchicago.org
<https://cityofchicago.org/city/en/depts/oem/provdrs/Smart911.html>

Smart911 – Questions



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A green rectangular box containing the Smart911.com logo and tagline. The logo features a white padlock icon with an information symbol inside, followed by the text "Smart911.com™". Below the logo, the tagline "Sign up today. Because every second counts." is written in a smaller white font.