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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 of how Smart911 can help first responders:

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 911?

Anyone who lives, works 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. 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.