SMART 911

In 2018, **more than 77%** of 9-1-1 calls in Montgomery County were made from mobile phones. When you dial 9-1-1 from a mobile phone, the 9-1-1 Center has very little information to help you – only your phone number and a very general sense of your location. This is a serious problem in an emergency when seconds count, particularly if you or your loved ones have medical conditions or are unable to safely speak. In addition, when you dial 9-1-1 under stress, you may not have access to important details, or you may have trouble remembering them.

With Smart911, a free service provided by the Montgomery County Department of Public Safety, you can provide 9-1-1 call takers and first responders with critical information you want them to know in any kind of emergency. When you call 9-1-1, your Smart911 Safety Profile displays on the 9-1-1 screen and the 9-1-1 call takers can view your addresses, medical information, home information, description of pets and vehicles, and emergency contacts. You can provide as much or as little information as you like.

Safety Profiles can include...

- ➢ People living in your household
- ➢ Phone numbers associated with your family
- ➢ Pets, service animals, and livestock
- ➢ Medical conditions and allergies
- ➢ Medications and medical equipment
- ➢ Property details, layout, and utility information
- ➢ Vehicle descriptions
- ➢ Emergency contacts

...and much more. With your Safety Profile available to them, responders can arrive aware of many details they would not otherwise know. Fire crews can arrive knowing exactly how many people live your home and where the bedrooms are located. EMS personnel can know family members' allergies or specific medical conditions. Police can access a photo of a missing family member in seconds rather than minutes or hours, helping the search start faster.

Smart911 is a national program, meaning your Smart911 Safety Profile travels with you and is visible to any participating 9-1-1 center nationwide. Create a Safety Profile today at www.smart911.com or download the Smart 911 app for **iPhone** or **Android**.