



COUNTY OF ST. CLAIR



Press Release

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For Immediate Release

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Central Dispatch Enhances 9-1-1 Services and Emergency Notification With Smart911

St. Clair County Central Dispatch announced today that Smart911 is now available to all individuals. Smart911 is a free service available across the state of Michigan that allows individuals and families to sign up online to provide key information to 9-1-1 call takers during an emergency. “Smart911 saves critical time in an emergency and has proven to save lives nationwide,” said Tim Conger, Director, “The additional information provided in a Smart911 Safety Profile enables us to know exactly where we are going and who we are looking for in a house fire or at the scene of a vehicle accident, those details can help us respond faster and more efficiently.”

Smart911 allows citizens to create a Safety Profile at www.smart911.com for their household that includes any information they want 9-1-1 and response teams to have in the event of an emergency. When a citizen makes an emergency call, their Safety Profile is automatically displayed to the 9-1-1 call taker, allowing them to send the right response teams to the right location with the right information. With Smart911, citizens can link both home and work addresses to mobile phones, which can be passed on to responders in the field for more a detailed, rapid response. Additional information including pets in the home, vehicle details in the event of an accident, and even emergency contacts can all be included in a Safety Profile. All information is optional and the citizen has the ability to choose what details they would like to include.

Smart911 is currently available in 40 states and more than 1,500 municipalities across the country, and has been credited with positively impacting emergency outcomes including a missing child in which the girl’s photo and physical description were immediately available to 9-1-1 and responders, as well as a heart attack victim where an address and medical notes allowed responders to be dispatched to his location quickly.

Citizens are encouraged to create their Safety Profile with Smart911 today to have their information immediately available to 9-1-1 and to receive emergency notifications. Smart911 is private and secure, is only used for emergency responses, and only made available to the 9-1-1 system in the event of an emergency call.

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