



# Smart911

Be Smart About Your Safety



Sign up for Smart911 to give 9-1-1 valuable information about yourself, family members, your home, pets and even vehicles that will be immediately available to 9-1-1 when you make an emergency call.

Sign up is free!

## How does Smart911 work?

Create a free and private Safety Profile at [www.smart911.com](http://www.smart911.com)

Your Safety Profile is stored in a secure national database

Your Safety Profile is displayed to 9-1-1 and First Responders to improve emergency response to your 9-1-1 call.

## Smart911 can help with:

### Limited Mobility

If an individual is unable to easily navigate through their home, or evacuate on their own, 9-1-1 will be able to dispatch the proper response teams to assist them. If special equipment is needed, responders will be aware of this and be able to arrive on scene with that equipment, saving precious time.

### Deaf or Hard of Hearing

An individual who may not be able to effectively communicate because they are deaf or hard of hearing has the option to note this in their profile. 9-1-1 will be immediately alerted to their condition when their Safety Profile is displayed, so that they understand there is a person in need calling and it is not a dropped or open air call.

### Blindness

If an individual is blind and help is arriving to the scene of their emergency, it can be beneficial to know that responders will need to use vocal cues as they approach the individual. If the person is in their own home, the layout and bedroom locations can be noted in their Safety Profile as well. They can also note if they have a service animal who needs to travel with them.

## How do I create my Safety Profile?

Go to [www.smart911.com](http://www.smart911.com)

Select the "Sign Up" tab. Create a user name and password, then register your telephone number, address, and important information on people who reside in your household. Register all telephones (cellular & landline) and persons residing within your household. You can provide additional detailed information regarding your residence and you can list multiple locations.

At a very minimum, you should create a safety profile that lists your address to assist 9-1-1 dispatchers and first responders in the event of an emergency.

## Will my information be secure?

Yes. Smart911 is a secure hosted site. The information provided cannot be accessed by anyone at any time except during a 9-1-1 call made from a number on your account.

You manage the information and the safety profile you create can only be accessed by you. Include as much or as little as you want. The information you provide is only available if a 9-1-1 call is made from one of the telephones you register.

## Non-Emergency Calls

For Police – Fire – Animal Control  
In Mecosta and Osceola Counties  
(231) 796-4811 Mecosta  
(231) 832-3288 Osceola