



For Immediate Release

The City of Clayton Enhances 9-1-1 Services and Emergency Notification With Smart911

Public Safety Officials Encourage Residents to Sign Up For the Free Service That Provides Emergency Responders With More Information in the Event of an Emergency

Clayton, CA April 4, 2018, – Public safety officials announced today that Smart911 is now available to all residents and travelers of Clayton, CA. Smart911 is a free service that allows individuals and families to sign up online to provide key information to 9-1-1 call takers during an emergency. The Smart911 platform provides valuable new tools and the information listed in Safety Profiles enables a faster more informed response.

“Smart911 saves critical time in an emergency and has proven to save lives nationwide,” said Elise Warren, Clayton PD Chief, “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 the case of an emergency. Taking advantage of Smart911 is one thing residents can do to help keep themselves and their loved ones safe.”

Smart911 allows citizens to [create a Safety Profile](http://www.smart911.com) 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.

“The Smart911 Safety Profile is portable, meaning that citizens who register for this service will be better prepared in all towns and counties across the country that support Smart911,” said Elise Warren, Clayton PD Chief of Police, “The Safety Profile travels with you and the additional information provided allows 9-1-1 dispatchers to send the right response teams faster.”

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.

“Mobile phones cannot always determine your exact location, making it that much more difficult for 9-1-1 dispatchers to find you in the case of an emergency”, said Elise Warren, Clayton PD Chief of Police “A weak cell signal or a dropped call only adds to the difficulty. Information provided in your Safety Profile can help ensure that you receive help fast.”

Smart911 is a national service that protects over 45 million people across 44 states and 3,100 communities and has been credited with positively impacting emergency outcomes. 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.

Smart911 Frequently Asked Questions

How does Smart911 work?

Smart911 allows citizens to provide the additional details that 9-1-1 call takers may need in order to assist them during an emergency. When you dial 9-1-1 today the information received by the 9-1-1 call center can be limited based on the type of phone you are calling on. With Smart911, anytime you make an emergency call from a phone registered with your Safety Profile, the 9-1-1 systems recognizes your phone number and automatically displays your profile on the screen of the call taker who receives your call.

What is a Safety Profile?

A Safety Profile is a set of information about an individual, or a household that is contained within one account on Smart911.com. Information can include details about all members of the household, all phone numbers (mobile, landline or VOIP) and all addresses including home, work and even vacation homes. Users can also add details about medical conditions, medications, vehicles, pets and even emergency contacts.

What kind of information can I list in my safety profile?

You can include as little or as much information in your profile as you like. Information may include address, medical and security information. This service is voluntary, so you decide what information you want emergency responders to know about you when you call 9-1-1.

Who should create a Safety Profile?

Anyone can create a safety profile. Those that are especially encouraged to sign up are people with medical or disability information. Wireless phone users are also encouraged, as wireless phone calls to 9-1-1 only provide a general location of the caller, not an exact address. Adding your home, school and work addresses (including apartment and room numbers) can help responders locate you more easily.

How long does it take to create a Safety Profile?

Setting up a profile can take as little as 5-10 minutes, depending on how much information you wish to provide. You can always go back and update existing, or add additional information to your profile.

How do I know if my Safety Profile was successfully created?

When you complete registration, Smart911 will automatically direct you to your Smart911 Safety Profile and will send a message to your registered email address confirming your account. Smart911 will not deliver your Safety Profile to 9-1-1 answering centers unless you have verified the phone(s) listed in your profile by responding to the text message or automated call placed to that phone.

Account is created after first page of registration

To confirm your account and insure info is available to 911 profile must be associated with a phone number

Is there a cost to sign up for Smart911?

There is no fee to create or maintain a Safety Profile with Smart911.

Can I include my family members?

You are encouraged to create a Safety Profile that includes everyone in your household. You can also create Safety Profile on behalf of elderly parents, those with disabilities, or anyone not comfortable with computers, designating yourself as the emergency contact.

What if English is not my primary language?

You can create a Safety Profile in multiple languages and specify your primary language. When your profile displays at the 9-1-1 center, it will be translated back into English. If an interpreter is required, the 9-1-1 Call Taker will be able to see which language you designated as your primary language.

Once I have signed up do I need to do anything else?



The more up-to-date your information is, the better. Smart911 prompts users to verify their information every six months. However, you should update your profile anytime there is any change to your information.

Is my information secure?

Yes. Your privacy is important to us. Your information is made available ONLY to 9-1-1 call takers and responders ONLY in the event you call 9-1-1. In some areas, you can choose to allow Smart911 to share your profile with Emergency Managers as they prepare for and respond to emergencies. If you reside or work in one of these areas, you will be presented with this option.

Smart911 Fact Sheet

What is Smart911?

Smart911 is a service that allows residents to create a free Safety Profile for their household that includes any information they want 9-1-1 and first responders to have in the event of an emergency. Then, when anyone in that household dials 9-1-1 from a phone associated with their Safety Profile, their profile is immediately displayed to the 9-1-1 call taker providing additional information that can be used to facilitate the proper response to the proper location. At a time when seconds count, Smart911 provides details that could impact response the second an emergency call is placed, which could be the difference between life and death.

How does Smart911 work?



What citizens create...

What 9-1-1 call takers see...



How can I sign up?

You can sign up for Smart911 at www.smart911.com and create a Safety Profile for your household to give 9-1-1 valuable information about yourself, family members, your home, pets and even vehicles that will display automatically on the 9-1-1 call taker's screen when you make an emergency call. It's private and secure and you control what information is in your profile. These details can save seconds or even minutes during an emergency.

How does Smart911 Help?



Medical Conditions

For citizens who are affected by epilepsy, diabetes, Alzheimer's, allergies or other medical conditions Smart911 can inform responders of their condition as well as medications and emergency contacts.



Seniors & Elderly Care

For active seniors, a Safety Profile can provide peace of mind that in the event of an emergency 9-1-1 would have details on their home and medical needs. For caretakers, they can be assured that if the person they care for needs to dial 9-1-1 when they are alone, their details are available and the caretaker can be listed as an emergency contact.



General Emergencies

For all citizens, there is always the risk of unplanned accidents or events. Whether in a vehicle or in your home, even the most basic details such as the address association with a mobile phone can be available to 9-1-1 and response teams to send help fast.



Physical Disabilities

For those who have a physical disability or mobility restrictions, it is vital for responders to know about the person, their disability and what type of assistance or special equipment they may need to evacuate their home or receive transport.



Pets and Service Animals

For citizens with pets or other animals your Safety Profile can alert police to their presence when entering your home and Fire crews can be aware of exactly how many people and pets need to be evacuated from your home. For owners of a service animal, you can alert responders that your animal needs to be transported with you.