

Kent County Announces 911 Enhancement to Help Save Lives: Smart911™

*Residents Can Now Sign Up for Free Service that
Provides First Responders with More Information*



Smart911™

Grand Rapids, Michigan, April 11, 2017

The Kent County Dispatch Authority is investing in the community's safety by adopting Smart911™.

Smart911 is a nationwide service that allows individuals to create an online safety profile for their household, which provides key information to 911 call takers during an emergency. This information enables faster and more effective emergency response by law enforcement, fire and emergency medical services. When citizens who have signed up with Smart911 make 9-1-1 calls, their safety profile is automatically displayed to 911, providing dispatchers with an enhanced level of information that can assist in determining the caller's location and assigning the correct public safety responders.

Available for the first time to Kent County residents, this free service enables residents to create individual and household profiles at www.smart911.com. Residents can add photos, detailed medical information, pets, cell phones, vehicle descriptions and other information that they want 911 to know about during an emergency situation.

“Smart911 saves critical time in an emergency and has proven to save lives nationwide,” said Curtis Holt, Chair of the Kent County Dispatch Authority. “The additional information provided in a Smart911 safety profile enables dispatchers to have access to additional information about the caller. Those details can save critical minutes in an emergency and help responders offer better service. Smart911 allows residents to 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. All information is optional, and the citizen has the ability to choose what details they would like to include.

It takes approximately 10 minutes to complete the secure online profile at www.smart911.com.

Smart911 is currently available in 40 states and more than 1,500 municipalities across the country. The service has been credited with positively impacting emergency outcomes, including the recovery of a missing child when the girl's photo and physical description were immediately available to law enforcement units, as well as a heart attack victim where an address and medical notes allowed responders to be dispatched to his location quickly and provide the correct medical protocol.

Kent County residents are encouraged to create their safety profile with Smart911 at www.smart911.com to ensure their information is immediately available to 911.