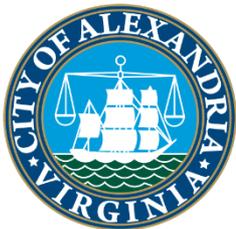


City of Alexandria, Virginia

# Smart911

Providing Additional Information to  
911 Dispatchers and First Responders



# Smart911

[www.alexandriava.gov/911](http://www.alexandriava.gov/911)



- Launched September 2017 in Alexandria – 1<sup>st</sup> in Northern VA
- 1,500 participating communities in 40 states
- Callers can create “safety profiles” in advance, linked to landline or mobile phone numbers
- When a participating 911 center receives a call from a registered phone number, the safety profile is available to dispatchers

# Smart911

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- Safety profile information might include:
  - Address and other location information
  - Details about medical conditions
  - Hazardous materials on the property
  - Floor plans to help firefighters
  - Information about pets
  - Emergency contacts
  
- Profiles are free, confidential and secure, and only available to trained dispatchers nationwide.

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- Address and location information in profiles can provide a valuable supplement to phone company and cell phone data, to help first responders find callers.
- Callers should always give their locations to dispatchers if possible, even if registered with Smart911.

555-555-5555

01072013-67830

13:47



## DISPATCHER VIEW WHEN 911 IS CALLED

### Smart911 Profile



All	People	Addresses	Vehicles	Other		
Name	Gender	Age	Med	Rescue	Photo	Notes
<b>Christie Smith</b> Primary Language: English Advance Directive: Yes Eyes: Hazel Height: 5' 5' Prescription Medications: Antihistamine (regular use), Diabetes Medication (oral), Immunosuppressant, Insulin Mental Health, Behavioral, Cognitive Conditions: Memory Impaired	<b>F</b> PIN: 1234 Driver License: SO876346 (MA) Gender: Female Weight: 110 lb	<b>35</b> Contact Lenses: Yes Hair: Brown Age: 35 Blood Type: O+				General Medical Conditions: Allergies Allergies: Bee stings (serious) Breathing Problems: Asthma Special Notes: I have a potentially fatal allergy to bee stings.
Address			Type			
123 Main Street, Wheaton, IL 60189			House - Single Family			

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- Recent Initiatives
  - New phone system
  - Text-to-911
  - Smart911
  - Cross-training
  - Community outreach