

Chicago Smart 911

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?

The image displays two screenshots of the Smart911 website. The left screenshot shows a user named Christie with a profile completion progress bar at 80%. Below this, there are sections for 'Phones', 'Addresses', and 'Vehicles'. The right screenshot is a 'Profile Viewer' for a user named John, showing a summary of his profile with tabs for 'People', 'Houses', and 'Other'. It lists emergency contacts like Bob Smith and Mary Smith, and provides detailed medical and utility information for John, such as his allergies, medications, and home address.

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.