

BAY COUNTY SMART911 INFORMATION SYSTEM

Have you heard of Smart911.com? It's a free service provided by Bay County 9-1-1 Central Dispatch to help you plan ahead for any emergency. If you ever need to call 9-1-1 for a medical emergency, house fire, car accident or other incident, Smart911 will provide 9-1-1 with information you have provided to help you faster. Plan ahead, with Smart911.com.

What if there is a fire, a medical emergency, or a child goes missing? When you dial 9-1-1, you're panicked and even the simplest of details like an address or medical notes can be hard to remember. Smart911 is a new service in the community that will allow you to create a Safety Profile at www.smart911.com for your household that includes any information you want 9-1-1 to have in the event of an emergency. When you dial 9-1-1, your Safety Profile is automatically displayed to the 9-1-1 call taker, aiding them in sending help to your location with the most up to date information.

"Smart911 is a great step forward in emergency response," said Troy Cunningham, Bay County Undersheriff. "When you dial 9-1-1, you are not having your best day, and even the simplest of details can be difficult to communicate in a time of panic. Now we can approach the scene of an emergency in a safer manner, as well as provide faster and more precise response."

Responders can be aware of many details they would not have known previously, and now Pinconning/Fraser Fire Department can arrive at a house fire knowing how many people live in the home and the location of bedrooms. EMS personnel can be advised of allergies or specific medical conditions and police can have the photo of a missing child or missing adult in seconds rather than minutes or hours.

"Having the information that is available through a Safety Profile can greatly affect the way we respond to an emergency," said Chief Dave Ramsey, Pinconning/Fraser Fire Department. "If we know exactly where we are going and who we are looking for in a house fire or at the scene of a vehicle accident, those details can help us assess and then respond more efficiently."

Citizens are encouraged to create their Safety Profile with Smart911 today at www.smart911.com to have their information immediately available to 9-1-1. Smart911 is private and secure, is exclusively used for emergency responses, and only made available to the 9-1-1 system in the event of an emergency call.