



NEWS RELEASE

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ORANGE COUNTY EMERGENCY COMMUNICATIONS LAUNCHES SMART911- A FREE SERVICE TO CITIZENS TO HELP SAVE LIVES!

Orange County, VA - The Orange County Emergency Communications Center is proud to announce that Smart911 is now available to all citizens in Orange County as a way to enhance emergency response. Now, 911 dispatchers and first responders can be provided with more information during a 911 call if the citizen in need has elected to sign up for the free service, helping save seconds and even minutes in the case of an emergency.

What is Smart911?

Smart911 gives citizens a way to securely provide information about themselves and their household prior to an emergency, so that 911 dispatchers and first responders can better assist them during an emergency. It is confidential and secure, and free to use by Orange County citizens.

How do I sign up?

You can sign up for this no cost service by logging on to www.smart911.com and creating a Safety Profile for your household. A Safety Profile is a set of information about an individual or a household and 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.

How does Smart911 work?

In the case that you may need to dial 911, your Safety Profile will immediately display on the call taker's screen, allowing the dispatcher to send the right response teams to the right location with the right information, saving seconds and even minutes.

With Smart911, citizens can link both home and work addresses to mobile phones, which can be passed on to the responders in the field for more detailed, rapid response. Additional information including medical conditions or allergies, vehicle details in the event of an accident, and even emergency contacts, can all be included in the Safety Profile. All information is optional and the citizen has the ability to choose what details they would like to include.

Having this information on a 911 call from a cell phone is a huge advance in technology. Currently, dispatchers are only provided with the incoming number and general location. Smart911 is also a national service, so your profile will travel with you to any other location in the United States that supports Smart911.

Is there a fee to register for Smart911?

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



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Once I have registered, do I need to do anything else?

The more up-to-date your information is, the better. Smart911 prompts registered users to verify their information every six (6) months. However, you should update your profile anytime there is any change to your information.

Is my information secure?

Smart911 utilizes the latest in physical and computer security technologies and conducts regular audits to ensure all information held in Smart911 is kept secure. Safety Profiles are only made available to 911 dispatchers and first responders when you call 911 for an emergency.

Success Stories with Smart911

Smart911 is currently available in 33 states and more than 450 municipalities across the country, and has been credited with positively impacting emergency outcomes, including a missing child in which the girl's photo and physical description were immediately available to 911 dispatchers and first responders, as well as a heart attack victim where an address and medical notes allowed responders to be dispatched to his location quickly.

Where can I find more information on Smart911?

Citizens can log onto www.smart911.com or www.orangecountyva.gov/Smart911 or contact Nicola Tidey, E-911 Center Director at ntidey@orangecountyva.gov or Peggy McDaniel, E-911 Center Supervisor at pmcdaniel@orangecountyva.gov, or by calling (540) 661-5433.

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