

Smart 911.com

Wayne County now offers a free (to you) service called Smart911 to anyone who lives, works or is visiting the county. Services are paid for by Wayne County, ensuring free and equal access to all members of the community.

This free service helps 911 and emergency responders help you during an emergency for three distinct reasons:

1. When you call 911 from a cell phone, the only information the 911 Center receives is the phone number and a general location that can be up to 1000 feet off. The 911 Center does not know who you are or where you are (accurately) until you provide that information to them over the phone. That changes when you sign up for Smart911. When you sign up for Smart911, your contact information is stored securely until you dial 911 from a registered phone (cell phone or land line). When you call 911 from a registered phone, your information is immediately displayed to the dispatcher.
2. Beyond your basic name and home address, you can also optionally provide more information to assist responders during an emergency. This information can include other family members, medical information, photos of your family members and house, your work address, emergency contacts, preferred providers, vehicle information, and pet/animal information. Remember, beyond your name and address, any other information is optional – but valuable to emergency responders. Add as much or as little to your profile as you want. It's up to you, and your information will only be seen if you ever have to call 9-1-1. As an example, if you have a loved one go missing, and you have their photo in your family's Smart911 profile, 911 would be able to immediately take that photo and distribute it to all the patrol cars in the county – saving precious time.
3. This free service also allows the county to send emergency alerts to you in the event that there is an emergency that affects where you work or live.

Smart911 will work in any location whose 911 Center offers it. So, if you are traveling and have an emergency in a Smart911 location, the dispatchers in that location will have access to your profile.

You can sign up at www.smart911.com or download the Smart911 Mobile App in either the App Store or Google Play.

If you have questions about the service, most can be answered at <https://smart911.zendesk.com/hc/en-us/>.

Remember, the service is free to everyone. Your information is maintained securely and never sold. Feel free to extend this information to your family and friends. Over 45 million people nationwide are now better protected with this service. Please join them by signing up for Smart911 and let emergency responders better help you during an emergency.