

BENEFITS

Smart911™ works on all wireless phone carriers without any special data plans. It will maintain a direct session with you and your 9-1-1 call taker, even if you travel across 9-1-1 center boundaries. The program works on all existing call-taking and Computer Aided Dispatch systems.

Smart911™ is a national service and is currently available in several Florida counties, including Alachua. Citizens are encouraged to create their Safety Profile today to have their information immediately available to 9-1-1.

HOW DO I SIGN UP

Be Smart About Safety.

No one plans to call 9-1-1,
but now you can plan ahead.

SIGN UP TODAY

Smart911.com™

Intrigued? All you need to do to sign up is to go to Smart911.com and begin the registration process.

To simplify things further, you can even get the app. Smart911™ is a FREE download at the App Store (Apple) and Google Play (Android.)



CONTACT Us:

9-1-1 FOR EMERGENCIES

352-955-1818 FOR NON-EMERGENCIES

ACSO Important Phone Numbers

ACSO Main Administration	352.367.4000
Crime Prevention Unit	352.374.1800
Crime Stoppers & Gun Bounty	352.372.7867
Dept. of the Jail	352.491.4444
Evidence Section	352.367-4076
Human Resources	352.367.4040
Narcotics Tip Line	352.374.1849
Patrol	352.367.4101
Public Information Office	352.367.4050
Property Unit	352.367.4078
Records Bureau	352.367.4006
Victim Advocate Unit	352.367.4199



BROUGHT TO YOU BY:

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ALACHUA COUNTY SHERIFF'S OFFICE



SMART911™



Smart911™

WHAT IS SMART911™

Smart911™ is a FREE service that allows citizens nationwide to create a Safety Profile for their household that includes any information they want 9-1-1 operators 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 best response to the proper location. At a time when seconds count, being able to provide 9-1-1 with all details that could impact response the second an emergency call is placed could be the difference between life and death.

Responders can be aware of many details they would not have known previously. Fire crews can arrive at a house fire knowing how many people live in the home and the location of bedrooms; EMS can be advised of allergies or specific medical conditions and law enforcement can have the photo of a missing child in seconds rather than minutes or hours.



HOW DOES IT WORK?

When citizens call 9-1-1, the call is routed over the existing 9-1-1 network to the appropriate public safety agency. When 9-1-1 is called from a phone associated with a Safety Profile, the caller's profile is immediately displayed to the 9-1-1 call taker's workstation. Smart911's supplemental data helps reduce call times and facilitate a faster, more effective response in emergency scenarios while working seamlessly in today's infrastructure.



Citizens may enter and maintain personal information on a secure website that can assist 9-1-1 Operator in identifying health and rescue information or additional location information.

The solution will work with any telephone number a citizen registers...but with the increased number of wireless calls (70% or more) being answered by the 9-1-1 centers, additional information about citizens' residences and location is now easily obtained and confirmed by the call takers.



The Smart911™ solution is citizen updated and maintained. Smart911 requires citizens to confirm and update information at least once every 6 months. Smart911 has e-mail and voice reminders to place to serve as a reminder to the public.

In the situation where the caller is hearing impaired or where voice conversation is unsafe, texting (SMS) may be the only viable alternative to communicate with first responders. The Smart911 client immediately notifies the answering 9-1-1 Operator of this information and the the 9-1-1 Operator will then initiate a 2-way texting "chat" with the caller through the Smart911 texting client.

HOW SECURE IS SMART911™

Data security is of critical importance in today's world. You can rest easy knowing that your personal information is private and secure. It will only be available to 9-1-1 calltakers or shared with first responders when you call 9-1-1.

WHAT INFORMATION IS SHARED

When you sign up for Smart911™, you choose what information you want to share about yourself and your family. You can upload photos of your family members, car, house, and even pets. You can share as little or as much information as you want.

Some of the things that can be added to your family profile are emergency contacts, language preferences, disabilities, medical or psychiatric conditions, mobility impairments, and allergies.

You can provide all of the information that you believe will assist emergency first responders to your home to provide the fastest and most effective service.

You control your information. Smart911™ will remind you every six months to confirm and update your data so it is always current for first responders.