



News Release

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Charleston County Launches Smart 9-1-1 as Enhanced Public Safety Service

Service is free to citizens who can create private online profile for 9-1-1 responders

The [Charleston County Consolidated 9-1-1 Center](#) is announcing the use of a new and innovative tool aimed at enhancing 9-1-1 responses. Smart911 is a national service that provides 9-1-1 dispatchers with a private online profile of the individual or household calling with an emergency. The program allows citizens 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. If that citizen needs to dial 9-1-1, their Safety Profile will immediately display on the call taker's screen, saving seconds and even minutes in response to the emergency. The service is free to Charleston County citizens.



Smart911™

Citizens are encouraged to sign up for Smart911 and create a Safety Profile at www.smart911.com. Smart911 is private and secure, and is only made available to 9-1-1 when an emergency call is made.

“By utilizing this technology, the public can now provide us with vital information that they want us to know about them to better help them during times of great distress, when communicating simple details can be difficult,” said Consolidated 9-1-1 Dispatch Center Director Jim Lake. “When seconds count, the Smart911 program could mean the difference between life and death.”

When creating a Safety Profile, citizen will be able to include information for their household, such as the names and photos of family members, health conditions, medications, pets in the home, vehicle details and emergency contacts. All information in each profile is voluntary and each household can determine what details are important to include, as each household is different and therefore the potential rescue needs will also vary.

“Charleston County is always looking for innovative ways to improve and enhance our services. Smart911 will help do that by offering our citizens a tool that will help get information to our first responders even faster,” said Charleston County Administrator Kurt Taylor. “We strongly encourage the public to utilize this free public safety tool.”

How Smart911 can help:

- Medical conditions: for citizens affected by epilepsy, diabetes, Alzheimer's, allergies or other medical conditions, Smart911 can inform responders of their condition as well as medications and emergency contacts.
- Seniors and elderly care: for the elderly citizens, Smart911 can inform responders about where they live and their medical needs.
- General emergencies: whether in a vehicle or in your home, Smart911 can provide details to responders such as an address associated to a mobile phone.
- Physical disabilities: for citizen with physical disabilities or mobility restrictions, Smart911 can inform responders of the disability and the type of assistance or special equipment they may need to evacuate the individual from their home or transport.
- Pets and service animals: for citizens with pets, Smart911 can alert police to their presence when entering your home and fire crews can be aware of exactly how many people and pets need to be accounted for in the evacuation of your home. For owners of a service animal, responders can be alerted that your animal needs to be transported with you.

Smart911 has been adopted in more than 1,000 municipalities in 38 states. Other areas in South Carolina using Smart911 include Abbeville, Aiken, Cherokee, Edgefield and Orangeburg counties.

For information on Charleston County Government news and services, the public can:

- Visit our website: www.charlestoncounty.org



