



Elk Grove Police Department

Press Release

Officer Christopher Trim, EGPD Public Information Officer
916.627.3709 (Office)

FOR IMMEDIATE RELEASE

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ELK GROVE PD IMPLEMENTS SMART911 NETWORK - Resident are Encouraged to Create a Safety Profile

ELK GROVE, CA – The city of Elk Grove is now the first city in Northern California to implement the national safety database, Smart911, to improve 9-1-1 services for residents. In use in more than half of the states across the country, Smart911 allows residents to create a Safety Profile of vital personal and household data, including household members and pets, photos, medications or medical conditions, immediately viewable by 9-1-1 dispatchers when a resident places an emergency call. This safety profile provides information and details that first responders need in order to save lives, and that may not otherwise be readily available during a crisis.

“Having updated information about individuals and households at the time of an emergency gives first responders a huge jumpstart in providing assistance to residents,” said Lynn Bowler, Support Services Manager for the Elk Grove Police Department. Smart911 allows residents to give specific directions to access residences, information about utility shut-off locations, and other crucial concerns.

Smart911 not only enhances communication with residents, but also assists in locating callers. According to the FCC, 70% of calls to 9-1-1 are from mobile devices with limited location information. Smart911 allows residents to associate their family’s mobile phones to home and work addresses and even specific family members which can assist with dispatching the appropriate response team to the right location quickly.

Smart911 is a free service available to all residents and is 100% private and secure. A Safety Profile can be created through the Smart911 website at www.Smart911.com. Smart911 has the added benefit of being a National Safety Database, giving citizens the ability to have their information travel with them. While they may create their profile in their hometown, if they dial 9-1-1 anywhere in the country where the Smart911 service is active, their profile will be available to 9-1-1 call takers.

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