**TOWN NAME Encourages Use of Smart911 to Empower Victims of Domestic Violence and Emergency Personnel**

*Public Safety Officials Encourage Residents to Sign Up For Free Service That Provides Emergency Responders With More Information in an Emergency*

**TOWN NAME, DATE,** – Public safety officials in TOWN NAME are encouraging members of the community to sign up for Smart911, a free service that allows individuals and families to sign up online to provide key information to 9-1-1 call takers during an emergency. The service is especially critical for survivors of domestic violence who may be spending more time at home with an abuser because of COVID-19 stay-at-home guidance—since mid-March, more than 5,000 people have called the National Domestic Violence Hotline with [COVID-19](https://www.wsj.com/articles/safety-advice-for-reopening-how-to-reduce-your-risks-as-coronavirus-lockdowns-ease-11588510800?mod=theme_coronavirus-ribbon&mod=article_inline) prompting the call.

Smart911 has been proven to help get the information of those in an emergency situation to first responders faster and give first responders the context they need when entering a potentially dangerous situation. It allows individuals to [create a Safety Profile](https://www.smart911.com/smart911/registration/registrationLanding.action) for their household at [www.smart911.com](http://www.smart911.com) or on the Smart911 App that includes any information they want 9-1-1 and response teams to have in the event of an emergency. When a citizen makes an emergency call, their Safety Profile is automatically displayed to the 9-1-1 call taker, allowing them to send the right response teams to the right location with the right information.

In their Smart911 profile, individuals can select if they are at risk of domestic violence and include a description of that risk, giving first responders the context of past incidents and ongoing concerns. These details are only made available to 9-1-1 dispatchers and first responders when an individual places a call, and only approved emergency services have access to this data. They can include information such as protection orders, a photograph and a description of their aggressor, as well as their address so police officers can quickly locate them if they can’t speak with emergency responders.

Smart911 also allows users to assign a PIN to their Safety Profiles, so responders can request it during an emergency call. If the caller gives an incorrect PIN, it would indicate the person wasn’t able to communicate freely and allows public safety personnel to respond accordingly.

Domestic violence survivors can feel more comfortable reaching out for support knowing they can contact agencies through text message. If an individual calls for emergency resources and can’t speak, dispatchers can use Smart911 to initiate a two-way conversation through a text message to collect information and dispatch appropriate resources. Text messaging allows victims to communicate silently, while enabling emergency responders to maintain a connection with them and collect actionable intelligence to assist police officers and first responders as they arrive on the scene.

“Smart911 enables us to know more about who needs our help and the nature of the situation we are responding to, which can help us respond faster and more efficiently,” said NAME,TITLE. “We want survivors of domestic violence in TOWN to feel empowered and safe when reaching out for emergency assistance and Smart911 gives us all the tools we need to make that happen.”

All information included in a Smart911 Safety Profile—from addresses and vehicle details to pets in the home and emergency contacts—is optional, and the citizen has the ability to choose what details they would like to include.

Smart911 is currently available in 40 states and more than 1,500 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 9-1-1 and responders, as well as a heart attack victim where an address and medical notes allowed responders to be dispatched to his location quickly.

The Smart911 App is available on the Apple Store or Google Play. Individuals are encouraged to create their Safety Profile with Smart911 today to have their information immediately available to 9-1-1 and to receive emergency notifications. Smart911 is private and secure, is only used for emergency responses, and only made available to the 9-1-1 system in the event of an emergency call.