



MEDIA RELEASE

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FOR IMMEDIATE RELEASE

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VILLAGE OF GLENCOE ENCOURAGES RESIDENTS TO REGISTER FOR SMART911

(Glencoe, Illinois)—The Village of Glencoe is joining a local effort to encourage residents to register for Smart911. This new system has dual purpose: first, it allows residents to create a Smart911 Safety Profile which provides valuable information to 911 dispatchers and first responders during emergencies, and second, it is replacing Glencoe CONNECT as the Village’s mass notification system.

Through Smart911, residents can opt-in to create a free Smart911 Safety Profile, which links home and work addresses to mobile phone numbers, thereby aiding in more rapid responses during emergencies. Smart911 Safety Profiles can also include information on others living in a household, medications, medical conditions and allergies, pets in the home, vehicle descriptions, property details and utility information as well as emergency contacts. When anyone in the household dials 911 from a phone associated with a Safety Profile, their information is immediately displayed to the emergency dispatcher. Residents have the option to provide as much or as little information as they wish, and all information will be kept secure and confidential.

“Mobile phones have impacted the way in which emergency dispatchers determine an individual’s location when they call 911 for help. Smart911 will help dispatchers to better direct emergency responders to that individual and can also provide other helpful information to aid in that individual’s care,” said Glencoe Public Safety Director Cary Lewandowski. “It’s important for all Glencoe residents to create a Smart911 Safety Profile before an emergency occurs so that we can serve you better.”

While creating or updating their Smart911 Safety Profile, residents can also opt-in to regional and local emergency alerts and service notifications. Accounts and information provided by residents via Glencoe CONNECT, the Village’s mass notification system, will not be automatically transferred to Smart911. In Smart911, residents are encouraged to register for important messages and emergency alerts from the Glencoe Public Safety Department and Village of Glencoe. The messages and alerts can be received via text, voice or e-mail using the phone numbers and e-mail addresses associated with a Smart911 Safety Profile. Residents also have the option to receive alerts and messages from other communities served by the Village of Glenview Public Safety Dispatch Center, and may also add work addresses to receive alerts and messages from other areas in the Chicago-land area.

To learn more about the service, residents should visit www.villageofglencoe.org/smart911. Profiles may also be created by going directly to www.smart911.com or by downloading the Smart911 App on the Apple Store or Google Play Store. Questions regarding the service or how to register may be directed to the Village Manager's Office at (847) 835-4114.

Direct media inquiries to Megan Meyer, at mmeyer@villageofglencoe.org / (847) 461-1104.

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