



PRESS RELEASE

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Fairbanks Implements Smart911 Network – Citizens are Encouraged to Create a Safety Profile

The Fairbanks Community is the first in the state to implement the national safety database, Smart911, to improve 9-1-1 services for citizens. In use in more than half of the states across the country, Smart911 allows citizens 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 call takers when a citizen 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 this up to date information about individuals and households at the time of an emergency gives emergency responders a huge jumpstart in providing assistance to citizens,” said Stephanie Johnson, Fairbanks Emergency Communications Center Manager. David Gibbs, Emergency Operations Director, also noted “In the unfortunate event our community experiences a disaster, this is the information that may save lives.” Smart911 allows citizens to give specific directions to access residences, information about utility shut-off locations, and other crucial concerns.

Smart911 not only enhances communication with citizens, 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 citizens 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 citizens 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.

**Contact: David Gibbs, Director, Emergency Operations, FNSB 907.459.1481
Stephanie Johnson, Dispatch Center Manager, City of Fairbanks 907.450.6507**

