



# ARE YOU PREPARED?



***Susquehanna County 911, under the direction of the Department of Public Safety, is proud to announce the release of the Smart911 program to our Emergency Responders. This program will give the residents of our county the ability to provide life-saving information to our Dispatchers which can be extremely beneficial in assisting both you, the caller, and all of our Emergency Services. Currently this additional information would not be readily available otherwise and can include information on children, pets, elderly family members, details unique to your residence, and other medically important information. All information is voluntary and provided by the resident and secured to 911 emergency calls only.***

***You are an important step in a planned roll-out culminating in the release of this life-saving tool to the residents of Susquehanna County. At this time, we are requesting all of our Emergency Responders to please go to [Smart911.com](http://Smart911.com) and create your Safety Profile for you and your family members. Once created, this secured information will appear ONLY in the event you call 911 in an emergency. When you sign on to the [Smart911.com](http://Smart911.com) website, there is an abundant amount of information on this fast-growing option in calling 911.***

***We thank you in advance and welcome your feedback. If you have any questions or comments, please don't hesitate to contact Susquehanna County 911 at [Smart911Susquehanna@Susqco.com](mailto:Smart911Susquehanna@Susqco.com).***



# Smart911.com™



A free service – Provided by your community



Private and secure – You control your information



Saves time in an emergency – When seconds count

## The Importance of Indoor Location to Emergency Response

**RAVE**  
MOBILE SAFETY



The percentage of all 9-1-1 calls that come from mobile phones.

(NENA.org)



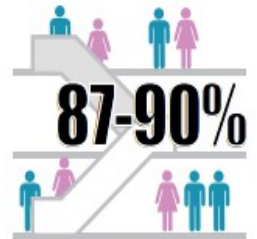
4 out of 10 American Adults live in wireless-only households.

(CTIA.org)



The unreliable percent chance of getting a quick fix on a mobile caller's location.

(USA Today)



The majority of wireless calls now originate indoors<sup>1</sup>, where people spend 87-90% of their time<sup>2</sup>.

(<sup>1</sup>FCC Third Further Notice, 29 FCC Rcd at 2387 PP 29 and <sup>2</sup>Nokia)



There is a 35% greater mortality rate in cardiac patients when response time is over 4 minutes.

(Blanchard JE, Dolg CJ, Hagel BE et al: Emergency medical services response time and mortality in an urban setting. Prehosp Emerg Care. 2012 Jan-Mar;16(1):142-51)



Improvement in indoor location accuracy from using app-level location data from Smart911.

(Rave Mobile Safety testing, May 2015)



The FCC estimate on lives saved per year with proposed location accuracy improvements.

(FCC Fourth Report and Order, Wireless E911 Location Accuracy)



11 minutes, along with the life of a Michigan man, was saved in responding to a house fire where Smart911 Location information was provided.

(ABC News, Good Morning America)

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