MONTGOMERY COUNTY 9-1-1:

Plan Ahead for an Emergency with Smart911

By Andrea Wilson, Public Education Coordinator, Montgomery County 9-1-1 and National Emergency Number Association (NENA) president

In 2016, Montgomery County and its partners introduced a free service to plan for an emergency: Smart911. The recent flooding from Hurricane Harvey reminds us why it is important to prepare for dangerous conditions.

Smart911, a national public safety service, allows individuals and families to create an online safety profile which includes critical information for first responders such as names, home address, medical notes, disabilities, emergency contacts and even descriptions of pets. When 9-1-1 is dialed from any phone number registered to the profiles, the information is shown to dispatchers who can relay addresses and current information to first responders in the field. A safety profile can be created by going to www.mc911.org.

Citizens can opt in to receive emergency alerts and notifications through Alert MCTX powered by Smart911. Alert MCTX is the official emergency notification system used by Montgomery County 9-1-1 to communicate with residents during emergencies. Alerts are free via text message, email, voice message or social media.

In the Village of Creekside Park, Greater Harris County 9-1-1 offers a similar program. To sign up, families will need to complete two registrations via www.911.org to create a profile and receive emergency notifications. Smart911 is also available to the area served by The Woodlands Fire Department. Registration for services from both counties is strongly encouraged.

"Residents of The Woodlands Township are concerned when it comes to their family's health and safety," said Andrea Wilson, Public Education Coordinator for Montgomery County 9-1-1.

"Smart911 saves critical time in an emergency and has proven to save lives nationwide. The additional information provided in a Smart911 Safety Profile enables us to know exactly where we are going and who we are looking for in a house fire or at the scene of a vehicle accident. Those details can help us respond faster and more efficiently."

For more information about safety profiles and emergency alerts, please contact Andrea Wilson at Montgomery County 9-1-1 at 936-523-5911 or Sonya Clauson at Greater Harris County 9-1-1 at 281-949-5509.

Smart911, a national public safety service, allows individuals and families to create an online safety profile which includes critical information for first responders. Take advantage of this valuable tool and sign up today!