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FOR IMMEDIATE RELEASE

June 8, 2011

Roselle Improves 9-1-1 Response Capabilities with Smart911

DuPage County 911, in partnership with the Village of Roselle and DuPage Public Safety Communications (DU-COMM), is offering Smart911, a free service that allows residents to supply personal safety information online that is automatically displayed to 9-1-1 operators and responders during an emergency.

Residents are encouraged to visit the Village's website at www.roselle.il.us to access Smart911 and enter information online that they want to have delivered automatically to the emergency communications center operator in the event they call 9-1-1.

The additional data collected, including photos, home addresses of mobile phone callers, medication lists, medical or psychiatric conditions, disabilities and other disorders, is far more extensive than what is typically available to 9-1-1 telecommunicators and helps to improve incident outcomes. The information entered into the Smart911 system remains completely confidential and is only available to emergency responders in the event residents call 9-1-1.

"Smart911 strengthens and expands our current 9-1-1 service by providing us with critical information about callers, while enhancing our ability to locate and communicate with them," said Ted Matuszewski, EMA/EMS/HAZMAT Coordinator for the Roselle Fire Department. "From knowing why a victim is unable to speak, to providing EMS with information about medical conditions, to even having a photo of a lost child available immediately, the information provided by Smart911 will help us better serve our citizens and can help save lives."

For more information about Smart911, please contact Ted Matuszewski at the Roselle Fire Department: (630) 671-2870 or at tmatuszewski@roselle.il.us.