

City to launch new 'Smart911' system

Sarah Brookbank

Cincinnati Enquirer
USA TODAY NETWORK

The Cincinnati Emergency Communications Center will launch a "new wave" of 911 technology this week which will help provide critical information when calls are made from cellphones and landlines.

SMART911.com will allow users to create a profile with information that will be passed on to an operator when a call is made to 911.

"With Smart911, anytime you make an emergency call from a phone registered with your Safety Profile, the 9-1-1 system recognizes your phone number and automatically displays your profile on the screen of the call taker who receives your call," the company said.

Detailed information can be provided such as family members, photos, medical notes, pets, car make and model, and emergency contacts.

Hamilton County already uses Smart911 technology, Hamilton County Communications Director Andrew Knapp said.

The launch will take place on Thursday morning with representatives of the city, police and fire chiefs, as well as the Plush family present.

Kyle Plush died April 10 when he became trapped under the rear seat of his Honda Odyssey and asphyxiated in the back of his van. His body was found hours later, despite his efforts to reach 911, in the parking lot of Seven Hills School.