



MILAN POLICE DEPARTMENT

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City of Milan Pursuing Implementation of Smart911

Mayor Michael Armitage announced today that he has initiated an effort aimed at implementing Smart911 in the City of Milan Police Department's Dispatch Center. Smart911 is a service that allows citizens, school administrators, and business representatives to create safety profiles on-line that contain information that they want responding police, fire, and emergency medical personnel to know should there be an emergency.

Mayor Armitage has arranged for two demonstrations of the Smart911 System. Both will occur on November 10, 2014 as follows:

- 5:15-6:15 PM: Public Safety Demonstration, Milan Police Department, 35 Neckel Court, Milan, Michigan, 48160
- 6:30-7:30 PM: City Council and Community Presentation, Council Chambers, Milan City Hall, 147 Wabash, Milan, Michigan, 48160

Invitations have been sent out to representatives from the various dispatch centers and schools districts in this area. Thus far, response has been very positive.

The State is making funds available to assist with the installation costs of a basic version of the system, as well as licensing costs. Milan is seeking to implement a higher level version of the Smart911 program that provides for the ability for citizens to create specific and individual profiles. Information contained in those profiles is made available to Dispatchers in the Police Department's Dispatch Center when a 911 call is made from the phone number inputted into the system by the citizen when they create their profile. There is no cost to citizens for creating personal profiles in conjunction with the Smart911 program. Personal information submitted to the system is stored safely in secure, hosted, geographically redundant architecture, meeting the highest security standards.

The proposal for Smart911 in Milan will be on the City Council Agenda for consideration on Monday night, November 10, 2014 at 7:30PM. Should Council approve the proposal, the Mayor is looking to begin work on implementing the project immediately. It could be "live" within a week or two after approval. Milan would be the first city Dispatch Center to implement Smart911 in Michigan. Although twelve other counties in the State have already implemented Smart911, Milan would be the first Dispatch Center in southeast Michigan to make this program available to its citizens.

Milan Police Chief Gerry Scherlinck stated, "When an emergency occurs and a citizen calls 911, they are often under the stress of the situation. That sometimes causes challenges in terms of obtaining important information that could greatly assist emergency personnel in their response to the incident. Smart911 would provide our citizens with the ability to build individual profiles containing information that would greatly assist in an emergency well ahead of the stress of an incident in progress."

GERARD SCHERLINCK
CHIEF OF POLICE



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Milan Area Fire Chief Robert Stevens reinforced the Police Chief's comments, stating, "Detailed information received by the 911 call taker is vital to initiating the proper response to an incident. Smart911 is a resource that can greatly enhance the amount information available to a dispatcher when a 911 call is made."

Not only did Mayor Armitage stress the security of the system in terms of the information a citizen inputs, but he outlined his personal experience with the system. "Smart 911 is a great tool to help first responders assist you in an emergency. I have set my profile up, as I want first responders to immediately know that my son and I have potentially lethal food allergies. The benefits to the residents, first responders, and telecommunicators are countless and potentially life-saving. I'm very excited that the City of Milan is leading the way in becoming the first community in Southeast Michigan to deploy Smart 911."

Residents are invited and encouraged to attend the Smart911 demonstration at 6:30 PM on November 10th.

Additional information can be obtained at www.smart911.com.

For comments on this initiative, please contact Mayor Michael Armitage at 734-439-1501, or Police Chief Scherlinck at 734-439-1551.