



Detroit Police Department Communications Operations Senior & Veteran 911 Profile Agreement

The Detroit Police Department and its members are firmly committed to providing professional service to all citizens in general. However, in an effort to improve our service delivery model for our senior citizens (65 years of age or older) and military veterans, the Detroit Police Department will be implementing a new service (**Senior & Veteran 911 Profile**). This service will allow our senior citizens and veterans to have their individual profiles stored in our 911 database and provide critical care information to the 911 call-takers in the event of an emergency situation. This should improve the call taking, dispatch and emergency response process.

The following agreement outlines the customer rights, responsibilities and use of the service. It shall also be used as a guide to identify what you can expect from the service. You are required to read, understand and agree to this agreement in its entirety. This form can be submitted either at your local district, via telephone (1-313-596-1777) or via fax (1-313-596-1610).

Rights, responsibilities, usage:

- You must be 65 years of age or older to utilize this service.
- You bear the sole and entire responsibility to keep your information accurate and current in our 911 database.
- You have full control over the information that you choose to share with 911. Only provide information that you want us to have access to.
- Your profile will be stored in our database for 1 year and must be renewed on an annual basis.
- You may terminate this service at any time.
- Veterans may have a family member or caregiver make the request and/or sign for them

Service expectations:

- The information provided shall not be the sole means by which you will communicate information to 911 in the event of an emergency and is not intended to replace the most reliable method of supplying information to 911 personnel that being verbal transmission over the telephone.
- This does not constitute an agreement that emergency personnel will be dispatched to your event regardless of the situation.
- We accept no responsibility nor are we obligated to contact any person whom you have identified as a person of contact as part of your profile.
- There may be a time where factors either technical or operational that may prevent your profile from being provided to 911 personnel.

I, _____, understand and voluntarily agree to all of the above terms and conditions of service.

Verifying Officer: _____ Badge: _____

