



# Livingston County 911 Central Dispatch

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## **New 911 Features Now Available In Livingston County**

Howell, MI – Livingston County’s Central Dispatch is launching two new safety initiatives to better protect our residents in an emergency.

A new service, Text-to-911, allows individuals to send a text message to 911 from their mobile devices if they are in Livingston County. Central Dispatch has been testing this service since early October. “We are very proud to be able to offer the Text-to-911 service to our residents and visitors giving them this tool that provides another avenue for individuals to contact 9-1-1 during a time of need,” said Deputy Director Chad Chewning of Livingston County 911 Central Dispatch.

When using Text-to-911 remember that location of your emergency is the most vital information. Once you use this service, be prepared to answer questions and follow instructions from Central Dispatch. Photos and videos cannot be sent via this service and Text-to-911 cannot be a recipient of a group text. A text or data plan is required to send a text message and this service is not available everywhere in Michigan. If you attempt to send a text message to Text-to-911 and the service is not available, you will receive an auto-reply message that the service is not available and to call 911. While this new service is available, Livingston County’s Central Dispatch wants to remind residents that calling 911 remains the most effective way to access emergency personnel and to never text and drive.

Another new service that Central Dispatch is launching is Smart911, a free service that allows individuals and families to sign up online and provide key information to 911 centers. This information enables more effective emergency response by law enforcement, fire, and emergency medical services. “The Smart911 Safety Profiles can save critical time in an emergency when seconds can be the difference between life and death and the additional function of the Smart911 platform helps us respond more efficiently,” said Chad Chewning.

Smart911 enables residents to create a Safety Profile at [www.smart911.com](http://www.smart911.com) for their entire household. Residents can customize their profile and share any information they want Central Dispatch and response teams to have in the event of an emergency. All information in the Safety Profile is private and secure, and it is seen only when the resident dials 911. When a resident makes an emergency call, their Safety Profile is automatically displayed to the 911 call taker, allowing them to send the right response teams to the right location with the right information.

“Building Excellence through Emergency Communications”

Livingston County residents are encouraged to create their Safety Profile with Smart911 today to have their information immediately available to Central Dispatch and first responders.

**CHAD CHEWNING**  
DEPUTY DIRECTOR

**For further information, please contact Livingston County 911/Central Dispatch's Administrative Office at 517-540-4620.**