

News Release

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Text to 9-1-1 Service Launches in Genesee County

- Call when you can; Text when you can't. -

Flint, Mich. — Genesee County Central Dispatch Authority and Peninsula Fiber Network, LLC (PFN) announce that Genesee County Central Dispatch and Fenton City Police Dispatch now support emergency text messages from wireless devices to 9-1-1. Beginning **Wednesday September 7th** individuals anywhere in Genesee County can send a text message to 9-1-1 in an emergency.

“We are pleased that we are able to launch this service in Genesee County,” said David Ackley, Director of Genesee County Central Dispatch Authority. “Calling and speaking with a dispatcher is still the best way of reaching emergency services but that is not always an option.”

Texting to 9-1-1 is a critical service that will benefit anyone who is not able to speak due to an emergency such as a home invasion or an abusive partner. It is also intended to help individuals who are deaf, hard of hearing, or have a speech disability. It can also be a benefit in areas where wireless service is limited.

“Please remember to **Call when you can; Text when you can't**”, said David Ackley. There are a few important tips to remember when texting to 9-1-1. Send brief messages without using abbreviations or slang. Be prepared to communicate your exact location and the emergency help that is needed. Stay with your wireless device and be prepared to answer questions and follow instructions from the 9-1-1 dispatcher.

Genesee County Central Dispatch Authority currently handles upward of 1400 voice calls a day. “We ask the residents not to test the system, because we have been testing over the last few months”, said Ackley, “We also ask parents to educate their children this system is for emergencies only”.

Genesee County Central Dispatch Authority has been working with Peninsula Fiber Network, LLC (PFN) to bring Next Generation 911 services to Genesee County. “We have worked closely with the Genesee County Central Dispatch Authority to implement a system that is capable of supporting new technologies such as texting to 911” said Dave McCartney, General Manager of Peninsula Fiber Network, LLC (PFN). “The 911 network is designed to be *fully redundant, resilient and survivable* as defined by the latest FCC guidelines.”

Peninsula Fiber Network, LLC is a joint venture between Baraga Telephone Company in Baraga Michigan and Hiawatha Communications Incorporated in Munising Michigan. The company provides wholesale and retail transport services, voice and high speed broadband internet transit throughout the Michigan and Northern Wisconsin.