



## Livingston County 911 Central Dispatch

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### **Livingston County's 911 Now Using "what3words" App That Provides More Precise Location Information For 911 Callers.**

**Livingston County, MI** – Residents of Livingston County can now download a new mobile safety app called "what3words", which is available to all individuals from any smart device's app store. The what3words app is a free service that provides more precise location information to 911 centers when help is requested by a caller. The what3words application divided the world into 10 by 10 foot squares and gave each square a unique combination of three words. This new technology can pinpoint the location of a caller down to a 10 feet by 10 feet square using the GPS location information on their smart device. This information enables more effective emergency response by law enforcement, fire, and emergency medical services. "The what3words technology can save critical time in an emergency when seconds can be the difference between life and death. The function of the what3words application helps us locate callers and respond more efficiently" says Livingston County 911 Director, Chad Chewning.

"The benefits of this information on a 911 call from a cell phone are immeasurable", said 911 Director Chad Chewning. "Mobile phones do not provide a physical address to 911 while you are not at a residence or business. In situations that occur when hiking, hunting, or on a lake where there are no signs telling you where you are, the what3words technology can locate you more precisely than before. This works by either using the pre-downloaded app on your smart device when you call 911, or having Livingston County's 911 Central Dispatch send you a text message with a link to click which gives you assigned words of your location that you can then provide to 911. Central Dispatch will have the ability to pinpoint your location down to a 10 feet by 10 feet square using the GPS location information on your smart device. When time is of the essence and you are not sure where you are, this will help us get help to you faster. It reduces stress on the callers and the public safety responders, and allows 911 more time to provide pre-arrival care instructions and address potential on-scene safety issues."

what3words enables residents to download the app for their entire household. Residents can also customize their profile and share any information they want 911 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 a citizen dials 911. what3words can be used in many places across the country and throughout the world, as long as the respective 911 centers participate. This application has been credited with positively impacting emergency outcomes including locating missing children, a missing hiker in the mountains, and a lost boater on a large body of water. Using this new technology allowed responders to be dispatched to the caller's location quickly.

Knowing your location is always the best practice, however that is not always possible. Citizens are encouraged to download the what3words app today to have the ability to provide their information immediately to 911 when they are in need of immediate assistance. Internet connection is required to receive a link from 911, so downloading the app is a better option to have access at all times. For further information, please contact Livingston County 911 Central Dispatch at 517-546-4260.

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