



Calhoun County Consolidated Dispatch Authority

Serving Our Community One Call at a Time

FOR IMMEDIATE RELEASE

Text-to-911 Now Available in Calhoun County

Calhoun County Consolidated Dispatch Authority (CCDA) announces it is live with Text-to-911. Text-to-911 service allows individuals to send a text message to 911 from their mobile devices if they are within Calhoun County.

CCDA has been testing the Text-to-911 service since early March. The first wireless service providers went live at the end of March and by mid-April three of the four major carriers had the capability to deliver text messages to the 9-1-1 Center. The final provider was brought online late yesterday.

“We are very proud to be able to offer Text-to-911 service to our residents and visitors” said Sheriff Matt Saxton, Chairman of the CCDA Governing Board of Directors. “This tool provides another avenue for individuals to contact 9-1-1 during a time of need.”

While this new service is available, CCDA wants to remind residents that calling 911 remains the most effective way to access emergency personnel.

We encourage all to: ***Call if you can; Text if you can't!***

Important Information about Text-to-911:

- Location of the emergency is the most vital information when placing a Text-to-911.
- Be prepared to answer questions and follow instructions
- Don't text and drive
- A text or data plan is required to place a Text-to-911
- Photos and videos cannot be sent via Text-to-911
- 911 cannot be a recipient of a group text message
- Don't abuse 911 – Text-to-911 is only for emergencies
- Text-to-911 is not available everywhere in Michigan and the U.S.
- If you attempt to send a Text-to-911 and the service is not available, you will receive an auto-reply message advising the service is not available and to make a voice call.

For further information, please contact CCDA's Administrative Office at 269-781-0911.