



# Livingston County

## 911 Central Dispatch



300 S. Highlander Way  
Howell, Michigan 48843  
Telephone 517.546.4620  
Fax 517.546.5008



**Kecia S. Williams**  
911 Director

**Amy D. Pasienza**  
911 Deputy Director

## Memorandum

To: Livingston County Board of Commissioners

Fr: Kecia S. Williams, Director of 911

Date: September 11, 2023

Re: Resolution Authorizing the Buildout of the West Wall of 911 Central Dispatch and the Purchase, Installation and Maintenance Contract of a State-of-the-Art Video Wall System

---

Video Wall systems in 911 Dispatch Centers are not new, as several centers in the State of Michigan already have them, such as Macomb County, West Bloomfield, Detroit City Green Light District, Waterford, and Washtenaw County to name a few.

With vibrant colors and the highest quality picture possible, LED video walls are high quality, energy efficient, long lasting with low maintenance. They can display any combination of information interacting with multiple sources in various formats.

The purpose of wanting this telecommunication technology is to help facilitate inter-agency communication and response to all emergency situations. A video wall will enhance communication flow, allowing the public safety decision makers to be better positioned to evaluate and act without unnecessary delay, in the best interest of the people they lead and the people they serve.

We will include electronic and video traffic management/monitoring capabilities, real-time crime monitoring and online information monitoring to collect and disseminate social media data to organize and coordinate appropriate response with accuracy, speed, and efficiency.

With the ability to access live video feeds of the expressways running through Livingston County our dispatchers can assess matters in real-time. This will allow us to properly dispatch, or in some cases not dispatch, eliminating the need for first responders to use emergency equipment, reducing risk of accidents and injuries resulting from unnecessary emergency response. Dispatchers will also be better equipped to direct police officers into high-risk

“Building Excellence through Emergency Communications”

situations and provide accurate information before arrival, thereby limiting officers' exposure and increasing everyone's level of safety to help prevent injury or loss of life.

911 Central Dispatch currently monitors live video feeds throughout our property, however, with this enhanced technology, we would be able to monitor the school districts within the County during emergency situations, as well as downtown areas of multiple municipalities during large events. Advances in video technology will help to provide safer and more efficient responses in all areas.

The use of this technology can extend to Emergency Management as well. During emergency situations when the need for all the County decision-makers to come together in a mass incident or large-scale disaster our video wall can give a real-time visual of what is happening thereby serving as a critical data hub. Information we receive can be forwarded to responding law enforcement, fire, and EMS command officers, giving them the ability to start making assessments prior to arriving on scene.

As the world continues to gravitate towards communications technologies, 911 Centers nationwide are tasked with meeting these needs. A video wall system moves us away from using our limited wall real estate to a system that encompasses our need for visualization during emergencies for many years to come. This video wall system is an investment in our continued efforts to keep the citizens and the responders of Livingston County safe.

*Kecia S. Williams, Director of 911*