
9-1-1

Call if you can,
text if you can't.

Text to 9-1-1 only in emergency situations and when a voice call is not an option

- ◇ Emergency situations that could put a caller in danger if they were to make a voice call.
Examples: a home invasion, an abduction, a domestic violence situation, or active-shooter scenario.
- ◇ Individuals that are deaf, hard of hearing, or have a speech disability
- ◇ A caller that is unable to speak due to a medical or other condition.

Information to provide when texting to 9-1-1:

- ◇ The address or exact location you need assistance at.
- ◇ What the emergency is and the type of help being requested.
- ◇ Be prepared to answer any questions the telecommunicator texts to you

How to send a Text to 9-1-1:

- ◇ Enter only "911" in the "To:" field for messaging. No other numbers or digits are required.
- ◇ "911" will not work in group messaging.
- ◇ Keep messages brief and to the point.
- ◇ Use plain language; do not use abbreviations, symbols, or emoticons.

Other information to know:

- ◇ Text to 9-1-1 is not available in all areas. If text to 9-1-1 is not available, you will receive an automated reply message indicating that 9-1-1 text service is not available and you will need to place a voice call.
- ◇ When texting 9-1-1, the Telecommunicator will not be able to determine your exact location; you will have to provide it.
- ◇ You must have an activated phone with a text or data plan in order to place a text to 9-1-1.
- ◇ Photos and videos are unable to be received via text to 9-1-1 at this time.
- ◇ Text to 9-1-1 is not available if you are roaming.
- ◇ Text to 9-1-1 may take longer processing time than a voice call.

Do NOT Text 9-1-1 while Driving!! This is against the law.