

Text-to-911 ONLY provides general location information!!

If you cannot call (or SPEAK) and need to text, please be prepared to send the following information:



- **Where is the emergency?** Use street address, road, highway name, direction of travel, mile marker, intersection, cross street, landmarks, etc. Anything that helps responders find you is important! Do NOT use texting short-cuts or slang. Use plain language to describe where you are.
- **What number are you calling from?** Always send your area code and wireless phone number in case the 9-1-1 Telecommunicator needs to call you back. Once a text session has ended, the 9-1-1 authorities can NOT re-contact you via text.
- **What exactly has happened?** Clearly describe what has taken place. Do NOT use texting short-cuts or slang. Use plain language to describe what has happened.

>> Whenever possible, it is **HIGHLY** recommended that you **CALL 9-1-1** for help. <<

Not All Wireless 9-1-1 Calls Provide Location Information!

TO GET HELP QUICKLY, PLEASE BE READY TO ANSWER THESE QUESTIONS:

- **Where is the emergency?** Use street address, road, highway name, direction of travel, mile marker, intersection, cross street, landmarks, etc. Anything that helps responders find you is important!
- **What number are you calling from?** Always give your area code and wireless phone number.
- **What exactly has happened?** Clearly describe what has taken place.
 - If reporting a crime, suspect and vehicle description are important
 - If reporting a fire, WHAT is on fire and is anyone inside
 - If reporting an accident, type and number of vehicles involved
 - If reporting a medical emergency is the person conscious and breathing? Is the person visibly injured?

>> **Call 9-1-1 only if an immediate response by Police/Fire/EMS is required.** <<

You can also help by:

- > Learn the non-emergency telephone numbers to reach help in your area.
- > Refrain from programming your phone to "speed dial" 9-1-1
- > Lock your keypad when the phone is not in use to prevent accidental calls to 9-1-1.