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 testing 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 the 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 testing 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, HASSLE is an info and is always 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.