

# 9-1-1 TEXTING GUIDELINES

## HOW TO TEXT IN AN EMERGENCY

- Enter the numbers “911” in the “To” field
- Your text message should be brief, contain the location of your emergency and the type of help you need.
- Remember to send your text message when complete.
- Be prepared to answer questions and follow instructions from the 9-1-1 call-taker.
- **DO NOT** use abbreviations.

## IMPORTANT THINGS TO REMEMBER

- Text location information is not equal to “current location” technology.
- Messages to 9-1-1 may take longer to receive and can be out of order.
- Texting is **NOT** available when your phone is in roaming mode.
- You must have an active texting plan in order to send texts to 9-1-1.
- Photos and videos **CANNOT** be sent to 9-1-1.
- Texts to 9-1-1 **CANNOT** include more than person.
- CRANK or FALSE text messages are handled the same as voice calls and Police will investigate.
- **Remember...NEVER TEXT AND DRIVE!**



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