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!