

TEXTING
AND 9-1-1



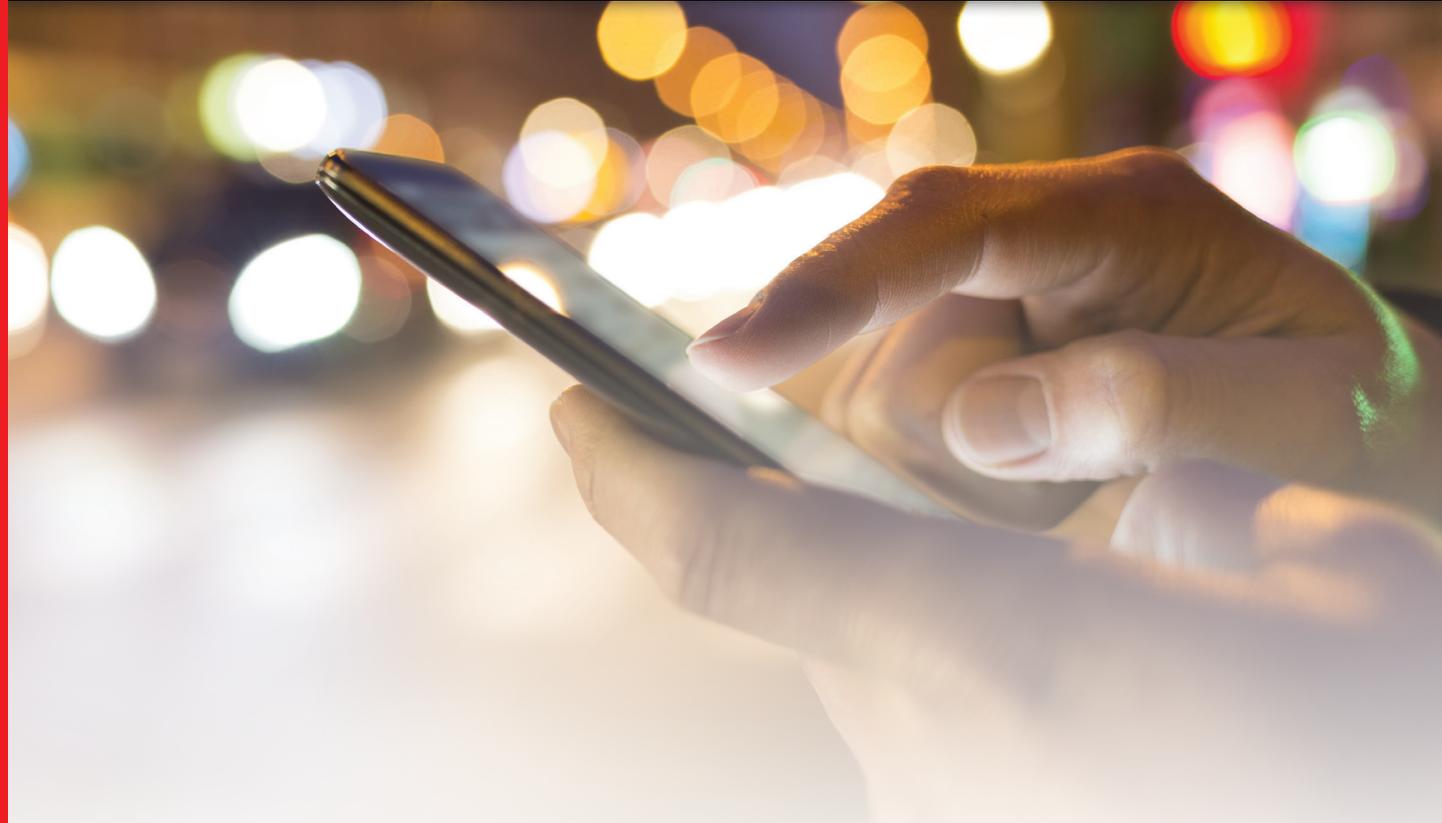
Denco Area 9-1-1 District

1075 Princeton Street • Lewisville, TX 75067

972.221.0911 • DENCO.ORG



KNOW THE LIMITATIONS
OF TEXTING 9-1-1



For many of us, texting has become second nature – and the Denco Area 9-1-1 District has worked diligently to upgrade the 9-1-1 system in this area to accommodate this level of access. By taking time now to learn about the capabilities and limitations of text-to-9-1-1 service, you can save valuable time in an emergency.

Even with recent enhancements allowing text to 9-1-1, making a voice call remains the best way to request help.

TEXT ONLY IF YOU CAN'T CALL

If you're located in the Denton County area where text-to-9-1-1 service is available, remember that texting should only be used when you can't make a voice call.

WHO SHOULD TEXT 9-1-1?

Only callers whose local 9-1-1 call centers are equipped to accept texts, such as those in Denton County, and who are unable to make a voice call, should request help by texting 9-1-1.

Under the right conditions, texting can be an invaluable tool for those requesting emergency services. Examples may include:

- Deaf, hearing-impaired or speech-impaired callers.
- Reporting a crime in progress when speaking could put the caller at risk.
- Victims facing domestic abuse.

NO PHOTOS OR VIDEO

ALTHOUGH TEXT-TO-9-1-1 SERVICE IS AVAILABLE IN THE DENTON COUNTY AREA, CALL CENTERS ARE NOT EQUIPPED TO RECEIVE PHOTOS OR VIDEOS. LIMIT TEXTS TO TYPED MESSAGES ONLY.

KNOW THE LIMITATIONS

Don't wait for an emergency to learn about the limitations of 9-1-1 texting! If you ever need to text 9-1-1 during a crisis, keep these key points in mind:

- A text or data plan is required.
- Text location information is not precise; you must give your exact location.
- Messages may be delayed and/or delivered out of order.
- 9-1-1 centers are not equipped to receive photos or videos.
- Text-to-9-1-1 service may not be available if you are roaming.
- Service may not be available in all areas, or may be temporarily unavailable at times.
- 9-1-1 texts cannot include other recipients; do not send your emergency text via group message or to anyone other than 9-1-1.

HOW TO TEXT 9-1-1

When you're texting for help in an emergency, follow these guidelines:

- Enter "911" in the "To" field.
- Type your exact location and the type of help you need.
- Hit "Send."
- Be prepared to answer questions and follow instructions.
- Keep messages brief, but do not use abbreviations as they may be misinterpreted.
- If text-to-9-1-1 service is not available, you'll receive an automated reply to let you know that your message was not received.
- Do not text and drive, even in an emergency.

WHEN AND HOW TO CONTACT 9-1-1

Regardless of whether you text or call 9-1-1, you should be aware of when and how to request emergency help.

Assess the situation

Contact 9-1-1 anytime you encounter a LIFE-THREATENING situation, or an event in which emergency police, fire or medical help is needed right away. Please **DO NOT** call or text 9-1-1 for general information, minor accidents without injuries, barking dogs, power outages, keys locked in a vehicle, or as a prank.

When you contact 9-1-1:

- If possible, get to a safe location before calling or texting. If you are reporting a fire, exit the burning structure first.
- Try to stay calm; speak clearly if calling, and use simple words and phrases if texting.
- Specify what help you need: police, fire or EMS/ambulance.
- Include your address, or describe your location as completely as possible using cross streets or landmarks.
- Answer all questions.
- Remain available until the 9-1-1 representative says it's OK to hang up or stop messaging.

FOR MORE TIPS AND INFORMATION ON DIALING 9-1-1, VISIT WWW.DENCO.ORG.

