## Can anyone use text to 9-1-1?

Yes. But it is important to remember that if you can make a voice call to 9-1-1 it is always better to do so. Texting should only be used when it's not an option to make a voice call to 9-1-1.

## Is text to 9-1-1 available County-wide?

Yes. Erie County is equipped to handle text to 9-1-1 County-wide. But this service may not yet be available in other counties and states. You must be within range of a cell tower serving Erie County; you must have a text plan; and your wireless carrier must provide text-to-911 service in this area.

## Can I send photos and videos to 9-1-1 about the incident?

No. 9-1-1 cannot receive texted pictures or videos. You cannot text emojies to 911. You will receive an error message in response.

## Which wireless carriers currently support text to 911?

At the present time , text to 911 is available locally through the major wireless service providers:

- Verizon Wireless
- Sprint
- AT&T
- T– Mobile

## How to text 9-1-1 in an emergency:

- Enter the numbers "911" in the "To" field;
- The first text message to 9-1-1 should be brief and contain the location of the emergency and type of help needed;
- Push the "Send" button.
- Be prepared to answer questions and follow instructions from the 9-1-1 call taker.
- Text in simple words – DO NOT use abbreviations.
- Keep text messages brief and concise.

## Below are a few things to know if you need to text 9-1-1:

- Text location information is not equal to current wireless voice call location technology.
- As with all text messages, text to 9-1-1 messages can take longer to receive, can get out of order or may not be received.
- Text to 9-1-1 is not available if you are roaming.
- A text or data plan is required to place a text to 9-1-1
- If texting to 9-1-1 is not available in your area, or is temporarily unavailable, you will receive a message indicating that texting 9-1-1 is not available and to contact 9-1-1 by other means.
- Text to 9-1-1 cannot include more than one person. Do not send your emergency text to anyone other than 9-1-1.
- Do not text and drive!

## What information should I provide?

### LOCATION - first and foremost.

Depending on the nature of the incident you are texting about, you may be asked to provide specific additional information, such as:

**POLICE CALLS**

suspect description and/or vehicle information;

information about weapons or intoxicated persons, for officer safety;

whether or not you wish to speak with the officers in person. If you do not wish to speak with the police, please let the call taker know.

**FIRE CALLS**

what exactly is burning, and whether or not flames are visible or just a smoke odor;

if there is anyone trapped or injured.

NOTE: If you are reporting a fire, you may be told to leave the burning structure immediately. **DO NOT GO BACK INSIDE FOR ANY REASON!** Be prepared to tell the firefighters where any hazards or trapped persons are located.

**EMERGENCY MEDICAL SERVICES (EMS) CALLS**

Age of the victim

If the victim is conscious and their breathing status

The chief complaint (difficulty breathing, bleeding, chest pains, general illness, etc.)