

# IN ORANGE COUNTY, CA CALL 911 IF YOU CAN.

## TEXT 911 IF YOU CAN'T.

### WHAT IS TEXT-TO-911?

Text-to-911 is the ability to send a text message to 911 from your mobile device. Messages are routed to the appropriate dispatch center in a designated queue.

- Text-to-911 is not available when roaming.
- You must have a wireless carrier text or data plan to send or receive messages to 911.
- If Text-to-911 is not available in your area, or is temporarily unavailable, you should receive a message back with instructions on contacting 911 by other means.
- If you do not receive a text response from 911, try to contact 911 another way.

### WHY IS CALLING 911 BEST?

- Voice calls are real-time communication, texting is not. As with all text messages, messages to 911 may take longer to receive, may get out of order, or may not be received.
- Photos and videos cannot be sent to 911 at this time.
- Text-to-911 cannot include more than one person. If you include anyone else on your text, it won't be received.
- Text GPS location information is not equal to current wireless-calling location technology.

### WHO SHOULD TEXT 911?

Text-to-911 is intended for individuals who are hearing impaired or deaf, have a speech disability, have a medical emergency that renders the person unable to speak, or are in a situation where it is not safe to place a voice call to 911.

### HOW DO I TEXT 911?

- Enter the numbers "911" in the "To" or "Recipient" field.
- The first text should be short and say your location, including city, and ask for police, fire or ambulance.
- Answer questions and follow instructions from the 911 dispatcher.
- Text in English using simple words, no abbreviations, no emojis, and no slang.
- Keep all text messages short.
- **DO NOT TEXT AND DRIVE.**

### WARNING TO PRANK TEXTERS

**Text-to-911 is for use in an emergency only. Prank texters can be identified and will be prosecuted according to local laws.**

