

In Delaware, **CALL 911** if you can.

# TEXT 911 IF YOU CAN'T.

## WHAT IS “TEXT-TO-9-1-1”?

Text-to-9-1-1 is the ability to send a text message to 911 from your mobile phone or handheld device. Messages are routed to the appropriate Delaware 911 center, in a designated queue.

- Text-to-9-1-1 is not available everywhere, and it's not always available when roaming.
- You must subscribe to your wireless carrier's text or data plan in order to make or receive text messages. Standard text messaging rates apply.
- If Text-to-9-1-1 is not available in your area, or is temporarily unavailable, you should receive a message indicating this, plus instructions on how to contact 911 by other means.
- If you do not receive a text response from 911, try to contact 911 another way.

## WHO SHOULD TEXT 911?

Text-to-9-1-1 is intended for use in three emergency scenarios:

- For an individual who is deaf, hard of hearing, or has a speech disability.
- For someone who is in a situation where it is not safe to place a voice call to 911.
- A medical emergency that renders the person incapable of speech.

**WARNING TO PRANK TEXTERS:** Text-to-9-1-1 is for use in an emergency only. Prank texters can be identified and prosecuted according to local laws and regulations.

**NOTE TO CALLERS:** The preferred language for texting to 911 is English.

**VOICE CALLS TO 911 ARE STILL THE BEST AND FASTEST WAY TO CONTACT 911.**

## HOW DO I TEXT 911?

- Enter the numbers “911” in the “To” or “Recipient” field. The first text to 911 should be short; include the location of the emergency; and ask for police, fire, or ambulance.
- Answer questions and follow instructions from the 911 call taker.
- Text in simple words — no abbreviations, emojis or slang.
- Keep all text messages short.
- **DO NOT TEXT AND DRIVE.**

## WHY IS CALLING 911 STILL THE BEST OPTION?

- Voice calls are real-time communication, and Text-to-9-1-1 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 at all.
- Photos and videos cannot be sent to 911 at this time.
- Text-to-9-1-1 cannot include more than one person. If you include anyone else on your text, it may not be received.
- Text GPS location information is not equal to current wireless-location technology.

