



# TEXT-TO-911

## CALL if you can

## Text if you **CAN'T**

### ABOUT TEXT-TO-911

- Text-to-911 is now available throughout Minnesota. The service was deployed in December 2017.
- Text-to-911 can be the first contact option for individuals who are deaf, deafblind, hard of hearing or those with speech impairments.
- Text-to-911 should only be used when a person can't safely make a voice call.

#### Examples:

- When someone must stay quiet to remain safe.
- If peer pressure is strong.
- Text-to-911 is a discreet way to report domestic violence, home invasions, human trafficking, and suicidal individuals.

### HOW TO TEXT 911

1. Enter the numbers 911 in the "To" field.
2. Text your exact location and type of emergency.
3. Send the message.
4. Promptly answer questions and follow instructions.

**TIPS:** Use simple words. Do not use abbreviations, emojis, pictures or slang (BRB, IDK, THX, 2day and BTW). Do not text and drive!

Texting 911 with a false report is a crime. If you accidentally send a text to 911, send another text, or call 911 to let the dispatcher know that there is no emergency.

### DID YOU KNOW?

Emergency response may be lengthened due to the time it takes for a text to 911 to be typed and sent. Delivery speed is not guaranteed.

- Dispatchers prefer calls so they can get cues from background noise and voice inflections.
- If you text to 911, dispatchers will ask if they can call you.
- Location is not as accurate with text as it is with a call. Be sure to text your exact address.
- A text or data plan is required to use Text-to-911.
- Texts to 911 will get a bounce back message if you are roaming.
- Texts to 911 have a 160 character limit, can get out of order, or may not be received.
- There is no language translation service for texts to 911.

