



CALL WHEN YOU CAN, TEXT WHEN YOU CANT !!

In 2020, Monroe County Central Dispatch joined with **Texty**™ to bring text-to-911 services to Monroe County residents. Our basic message is to **Call when you can and text when you can't**. If you have an emergency it's better to call 9-1-1 so our dispatchers can speak with you directly. And, it's faster than text. However, we understand there are circumstances when you are not able to call.

When to Text-to-911

There are many reasons you may need to use text-to-911. The most common reasons are:

- Unable to communicate verbally due to a medical condition or impairment. Texting is great for the hearing impaired community.
- Language barriers. **Texty**™ provides translation services.
- When communicating verbally may put you in danger such as a domestic violence situation.

How to Text-to-911

- Find the message or messaging icon or menu choice on your phone. Do not use a text app you downloaded.
 - Select 'create a new text message'.
 - Put 911 in the **to:** field. Type your emergency and your location in the message body. Keep your message short and do not use abbreviations. You may be asked to call 911 if you do not know your location.
 - Do NOT attach or send pictures or videos.
 - After you enter your text, press send.
- The 911 center will reply within 20 seconds to one minute.
- Continue your dialog with the 911 operator and follow their instructions.

Important to Know:

- Your phone must be able to send a text message.
- Text-to-911 is not a priority service. It can be delayed.
- If text-to-911 doesn't go through, you will get a message back telling you to make a voice call to 911.

Accidental Texts

- Accidental texts-to-911 are treated the same way as a 911 hang-up call.
- Dispatchers respond to every text message received. If we cannot reach you via text, a voice call is made to your phone.
- Please return their call or text to confirm you are okay and your text was accidental.

For more information and to see how text-to-911 works using **Texty**™ go to:



<https://www.youtube.com/watch?v=HW1hRBn30Rg>