

**Lackawanna County 911 is now able to accept text-to-911 messages to dispatch POLICE, FIRE and EMS to any location in Lackawanna County. Please read below.**

### **Why is text-to-9-1-1 needed now?**

Simply put, text messaging is one of the primary ways people communicate today, especially younger people and members of the hearing and speech disabilities community. According to Forrester Research, an estimated 6 billion SMS messages are sent every day in the United States, or more than 2.2 trillion per year. The 9-1-1 community is constantly striving to meet the evolving needs of the public, and right now that means implementing text-to-9-1-1 solutions.

### **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 location technology.
- As with all text messages, 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.
- Photos and videos cannot be sent to 9-1-1 at this time.
- 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!**