



*Sedgwick County...*  
*working for you*

# NEWS

PUBLIC INFORMATION

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## FOR IMMEDIATE RELEASE

November 2, 2017

## CONTACT

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### **Call if you can, text if you can't: County to begin Text-to-911 service**

(Sedgwick County, Kan.) – Beginning today, Sedgwick County Emergency Communications has the capability to accept text messages for emergency assistance. Text-to-911 is available for those individuals who cannot safely make a voice call to 911 in an emergency. Sedgwick County Emergency Communications has worked in conjunction with the Kansas 911 Coordinating Council to bring this service to the county.

The best way to contact 911 is by making a voice call. Please only utilize Text-to-911 in emergency circumstances where a voice call is not possible or safe. **Call if you can, text if you can't. Do not send a test text message to 911.**

Example situations when Text-to-911 is appropriate:

- A caller who is deaf or hearing impaired or has a speech disability
- A caller who is unable to speak due to a medical or other condition
- Emergency situations that would put the caller in danger if making a voice call
  - i.e. abduction, domestic violence, or active shooter situation

Text-to-911 is available through cellphone providers including AT&T, Sprint, T-Mobile, and Verizon Wireless. Text-to-911 may not be available outside of Sedgwick County. If a text is made to 911 where that service is not available, a message will be sent back from the carrier advising the individual to make a voice call.

Texting 911 can be done by placing "911" in the field for a phone number. Do not add any additional numbers. Only use this service through a wireless phone text messaging service, not from third party texting applications. Text-to-911 requires an active cellphone service plan with data or it will not work.

-more-

When texting to 911, follow these guidelines:

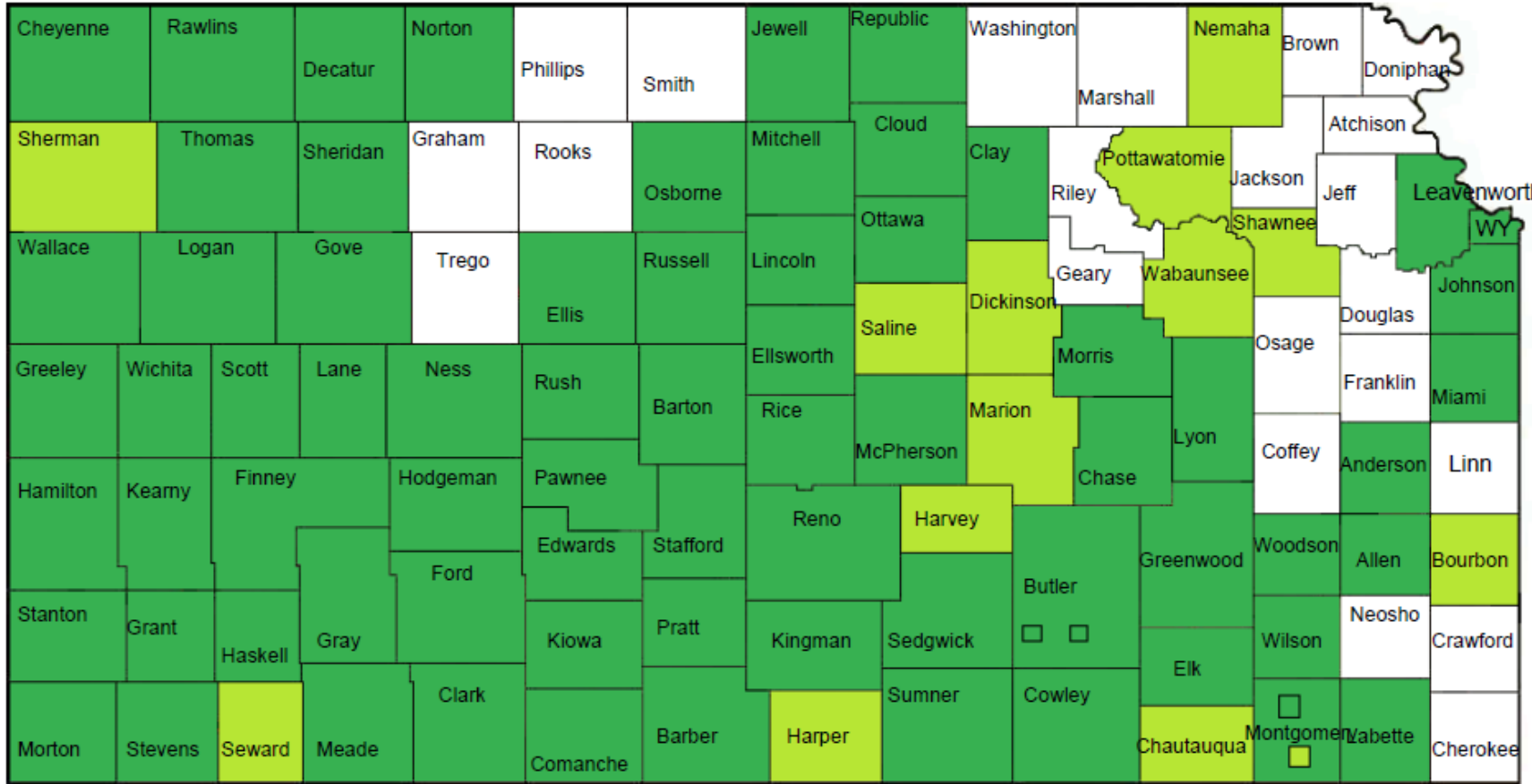
- Provide your exact address or location.
- Explain the type of emergency or help that is requested.
- Be prepared to answer any questions that the 911 telecommunicator texts back.
- Use plain language; do not use abbreviations, symbols, emoticons, or photos.
- Messages should be brief and concise.

Sedgwick County and the Kansas 911 Coordinating Council are excited to offer Text-to-911 in Sedgwick County and wish to remind the community to **call if you can, text if you can't**.

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## Text-to-911 Status Map – 11/01/2017



**NG911  
Text-911  
as of  
Nov 2,  
2017**

= Text-to-911 Available

= Text-to-911 Coming Soon