Do's and Don'ts

NG-911
NEXT GENERATION 911

- Enter the number "911" in the "To" field (do not enter with dashes).

- Provide your address or location and type of help you need-police, fire, or medical.

- Push the send button.

- Be prepared to answer questions and follow instruction from the 911 call taker

- Text in simple words; do not use abbreviations, slang or emoji's.

- Keep text message brief and concise.

- Once you have initiated a text-to-911 conversation, do not delete the message or turn off your phone until the dispatcher tells you it is ok. Call centers can only receive and reply to text 911 calls and cannot initiate a text message conversation without the caller texting 911 first.

- Use English if possible. Translation services are not available for text messages to 911.

- Do NOT text and drive!

Text-to-911

Service is available for members of the deaf, deafened, hard of hearing, speach impaired, & nonverbal aphonic communities.

FYI's:

- 911 text messages can take longer to receive, may be delivered out of order, or may not be received at all.

- Text-to-911 is not available if you are in a "roaming" situation.

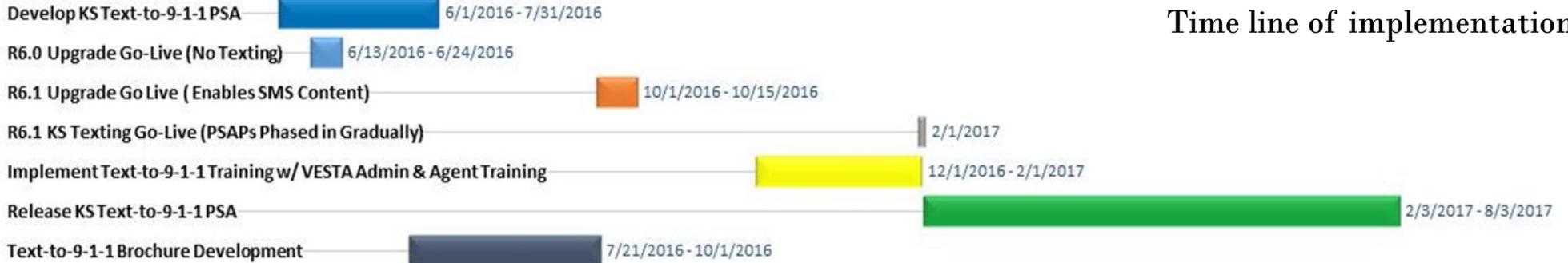- A text or data plan is required to place a text message to 911.

911
Call if you can, Text if you can't.

NG 911
Hosted Solution

KANSAS 911 COORDINATING COUNCIL

Time line of implementation

Task	Dates
Develop KS Text-to-9-1-1 PSA	6/1/2016 - 7/31/2016
R6.0 Upgrade Go-Live (No Texting)	6/13/2016 - 6/24/2016
R6.1 Upgrade Go Live (Enables SMS Content)	10/1/2016 - 10/15/2016
R6.1 KS Texting Go-Live (PSAPs Phased in Gradually)	2/1/2017
Implement Text-to-9-1-1 Training w/ VESTA Admin & Agent Training	12/1/2016 - 2/1/2017
Release KS Text-to-9-1-1 PSA	2/3/2017 - 8/3/2017
Text-to-9-1-1 Brochure Development	7/21/2016 - 10/1/2016

Coming Soon!

What is Text - to - 911?

Text-to-911 is the ability to send SMS text messages to local 911 centers during an emergency.

Text messaging is one of the primary ways people communicate today, especially younger people and members of the deaf and hard of hearing and speech disabilities communities.

How does it work?

911 centers on the Kansas hosted solution will receive the texts through their call handling work station.

A bounce back message will be received in counties that have not implemented text-to-911. Users cannot send messages to multiple people in a group text. This will stop the message from reaching the 911 center and dispatcher.

End users cannot send emoticons, emoji, pictures, or videos directly to 911.

Location -

The public will still need to provide us with the location of their emergency.

Logistics -

Training will be provided by the vendor for your agency at the time of your go live.

The NG911 Coordinating Council has created a best practices policy for your agency to use.

Target Audiences-

♦ Deaf and hard of hearing community.

♦ Speech impaired individuals.

♦ Those in an emergency where voice contact would put them in more harm.

Kansas hosted solution website:

http://kansas911.org/140/Text-To-911