

# TEXT-TO-911

COMING SOON!



## How do I text 911?

Look for the message icon on your cell phone. Put 911 in the number field of your text message screen. Then, put the location and type of emergency in the message field.

## Why is texting 911 important?

Texting is intended to benefit people that may not be able to speak due to an emergency such as a home invasion or abusive partner, as well as individuals who are deaf, hard of hearing, or have limited speech capabilities.

## Who has Text to 911 capability in Kansas?

You can see the map of which 911 agencies this initiative covers at: <http://www.kansas911.org/wp-content/uploads/2017/07/NG911-Status-Map-07-21-17-6.png>

## Does Text to 911 replace voice 911 calls?

Texting should ONLY be used when you are unable to make a voice call to 911. If you are able to place a voice call, we are able to gather information more quickly from you about the emergency, your location and what hazards responders may encounter. If, however, you are unable to place a voice call, text to 911 is an option you can use to share this information. The key thing to remember is “Call if you Can, Text if You Can’t”.

## What are the challenges with accepting 911 texts?

The 911 call center cannot identify the person’s exact location. In fact, location accuracy is worse with text messages than when you call into 911. Additionally, it can take more time for a call taker to respond to a written text message or we may receive gaps if messages don’t come through.

## What happens if someone texts a 911 call center that does not accept texts?

Anywhere 911 text services are not available, callers should receive a “bounce back” message that says text to 911 is NOT available in that area.

## Can I send photos and video?

For the moment, 911 can only accept written words. Accepting pictures and video will be coming in the future; however, many of the carriers cannot transmit multi-media messaging (MMS) at this time.

## Can I send emojis?

No, most phones turn emoticons into multi-media messages (MMS) which are currently blocked by the phone carriers. This means your whole message to 911 may be garbled or simply won’t come through at all to 911.

## Can I include 911 in a group text or send text to 911 while roaming?

No. If your phone is in roaming mode or you add 911 to a group text, we will not receive your message.

### **Will this cost the public more money?**

There is no cost to the person texting 911. You must have a text or data plan with your wireless provider to text 911.

### **Who governs text to 911?**

The FCC required the wireless carriers to offer text to 911 service.

### **Is there an FCC regulation that requires 911 centers to accept text to 911?**

At this time, the Federal Communications Commission (FCC) has only placed a regulation on the wireless carriers to make text available. Currently, 911 centers are not required to accept text messages. However, the State of Kansas Statutory Requirement K.S.A. 12-5380 requires that: “The governing body of each city and county shall provide or contract for the 24-hour receipt of wireless service area within the jurisdiction of the city or county.” See our website for additional information: <http://www.kansas911.org/services/#toggle-id-12>

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