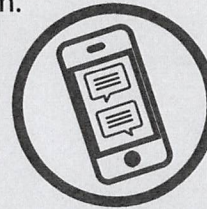## Scenarios when it would be best to call 9-1-1

- To report a crime in progress.
- To report a fire.
- To save a life.
- Anytime an emergency response is required by law enforcement, fire or emergency medical personnel.

When texting 9-1-1 might be better than calling

- If you are deaf or hard of hearing.
- If you are unable, for medical reasons, to speak into the phone.
- If your safety would be compromised if you spoke out loud — for example, during a home invasion or abduction.
- If your cell signal isn't strong enough for a voice call to go through.

When NOT to call or text 9-1-1

- When there is no emergency.
- If an animal is hurt or lost (Call your city or county animal services instead).
- As a joke or prank.
- To report that electricity or other utilities are off.
- To report traffic jams.
- To ask about government services or general information.

Things to remember when sending a text to 9-1-1

- Include your exact location and the nature of your emergency.

- Use clear, simple language. Abbreviations and slang may create more confusion and delay response time.

- Do not text and drive. Not only is this dangerous, but it is illegal in most states. Please pull over to a safe location and stop your car prior to sending a text to 9-1-1.

- Do not copy other people on a text sent to 9-1-1.

- Don't attach pictures or videos to a text message to 9-1-1.

- If you are in an area where text to 9-1-1 service is not available, you will get a "bounce back" message telling you to make a voice call instead.

- Silence the ringtone on your phone if the noise may compromise your safety. If you stop responding to text messages from the 9-1-1 center, the dispatcher may need to call to check on your safety.

- Texts sent to 9-1-1 have a 160-character limit, just like other text messages.

- Most importantly, remember to call if you can and text only when you can't call. Providing essential information to a 9-1-1 telecommunicator is much faster by voice than text. Texting is not always instantaneous.