



Text to 9-1-1 Fact Sheet

Lorain County 911 Dispatch

9-1-1: Call if you can, text if you can't

Can I send a text to 9-1-1?

Yes. Cellular customers living in or traveling through Lorain County 9-1-1 Dispatch service area may be able to use their mobile phones to send a text message to 9-1-1 for emergency help.

Texting should only be used during an emergency when you are unable to make a voice call to 9-1-1.

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 dispatcher
- Text in simple words – ***do not*** use abbreviations
- Keep text messages brief and concise
- Once the texting session is initiated, **DO NOT EXIT THE CONVERSATION** until the 9-1-1 dispatcher has told you to do so

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

DO NOT TEXT AND DRIVE!

