

## PSA

### Text to 9-1-1 Wicomico County



This Internet-based infrastructure allows citizens to send a Short Message Service (SMS) text message to 9-1-1. This technology is a vital public safety tool that could potentially help save the lives of citizens who find themselves in an emergency situations.

Text to 9-1-1 supports 160 characters per message, but no multimedia messaging, such as photos or video. Text messages should be brief avoiding the use of abbreviations and emoji's.

County residents who are deaf or have speech disabilities — or anyone in an emergency situation where a voice call would be dangerous or impossible — can use their cellphones to send and receive 9-1-1 requests by text.

If you are deaf, hard of hearing or speech disabled, and text-to-9-1-1 is not available, use a TTY or a telecommunications relay service, if possible.

**Texts are a BACKUP to traditional 9-1-1 calls. Citizens are urged to “call if you can, text if you must.”**

A significant challenge with current text-to-911 technology is that the 9-1-1 call center can't determine the person's exact location. Callers will still have to inform the receiving 9-1-1 center of their location.