



**Shelby Police Department
311 South Lafayette Street
Shelby, North Carolina 28151**



Press Release

To: Local Media Outlets
From: Jeff Ledford, Chief of Police
Date: October 5, 2015
Re: Text-to-911

The Shelby Police Department 9-1-1 Center recently received the capability to receive 9-1-1 calls via text message. The FCC is currently working with wireless carriers to make this technology available in every community across the United States. While it's not currently available nationwide, the goal is to ultimately make this technology available to all wireless devices operating in the United States. If you have a phone on a Verizon, AT&T, T-Mobile, or Sprint account, the Shelby Police Department 9-1-1 Center is capable of receiving a 9-1-1 text from the phone if it's sent from within the city.

Text-to-911 should never take the place of making a voice call to 9-1-1 when it's possible. Text-to-911 should only be used in situations where you are unable to make a voice call to 9-1-1. Below are some helpful tips for text-to-911.

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 call taker.
- Text in simple words – do not use abbreviations.
- Keep text messages brief and concise.

Below are a few things to know if you need to text 9-1-1:

- As with all text messages, 9-1-1 text 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.
- Text-to-9-1-1 cannot include more than one person. Do not send your emergency text to anyone other than 9-1-1.
- Do not text and drive!