

## **Text-to-911 is now available in Franklin County**

<https://commissioners.franklincountyohio.gov/text-to-911>

### **When to Use it**

- You are deaf, hard of hearing, or have a speech disability.
- If you cannot speak due to an injury or medical condition.
- You are in a threatening situation and a voice call could increase the threat.
- If you cannot speak due to an injury or medical condition.

### **How it Works**

1. Enter the numbers 911 in the “To” field
2. Text the exact location of the emergency
3. Briefly describe what kind of help you need
4. Push the “Send” button
5. Respond to any questions you receive
6. Follow instructions given by dispatcher
7. If you’re driving, pull over when it’s safe. Do not text and drive!

### **Frequently Asked Questions**

Q: What kind of phone or phone service do I need to be able to text to 911?

Any text enabled phone or tablet with a data service plan that allows texts will work, regardless of service provider.

Q: Where is text-to-911 available?

Text-to-911 is available throughout Franklin County. The only other Central Ohio jurisdiction able to receive text to 911 is Delaware County. Elsewhere in the state or country, the service is very limited.

Q: If I text-to-911, will the dispatcher know my location?

No. Be sure to provide your location and the nature of your emergency when you text.

Q: Can I text in another language or just English?

Emergency dispatchers use translation services to understand phone calls in different languages. These services are not currently available for texts.

Q: Do emergency texts receive priority?

No. They are treated like any other text message, and subject to the same possible delays, reliance on signal strength, etcetera.

Q: Can I text a picture or video?

No. Emergency dispatchers cannot right now receive pictures, video, or emojis via text. Likewise, they cannot receive messages that are part of a group text chain or with more than one recipient.

Q: Can I text police for a non-emergency inquiry?

No. Text-to-911, like calling 911 on the phone, is reserved for emergencies only.