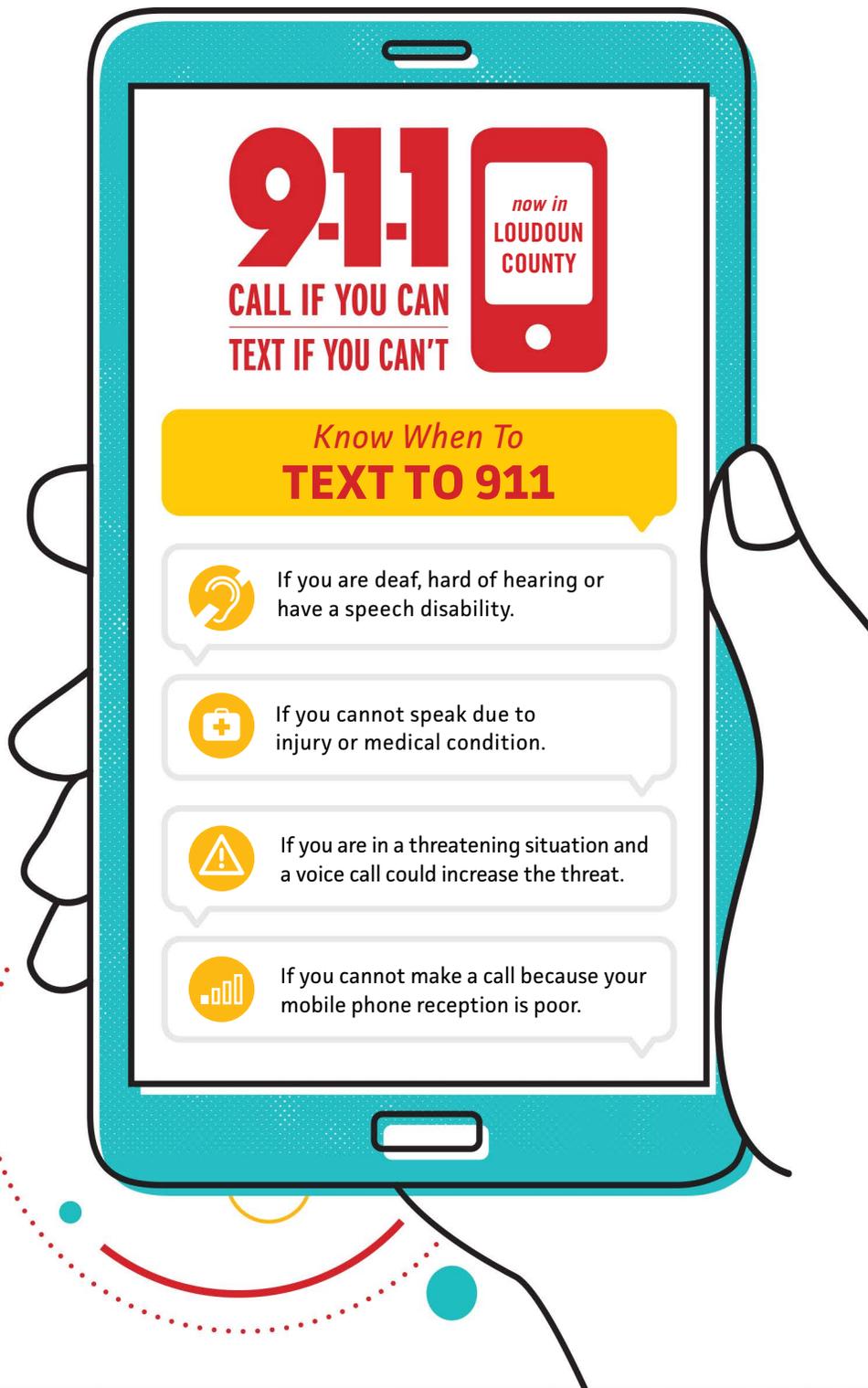# HAVE AN EMERGENCY?

How to Text to 911

1. Enter only the numbers 911 in the "To" or "Recipient" field.

2. The first text should be short and include the location and type of emergency.

3. Push the send button.

4. Be prepared to answer questions and follow instructions from the 911 call taker.

5. Text in simple words; do not use abbreviations and keep text messages short.

6. Once you have texted 911, do not delete the message or turn off your phone until the dispatcher tells you it is ok.

What to Know About Text to 911

- Beginning March 1, 2016, text to 911 service is available in Loudoun County and all of its incorporated towns for fire, medical and police emergencies. Text to 911 service may vary by wireless carrier and outside of Loudoun County.

- Text to 911 is not available if you are roaming. Standard messaging rates apply.

- Photos and videos cannot be sent to 911.

- Call centers can only receive or reply to text 911; they cannot initiate a text message conversation without the caller sending a text to 911 first.

- Text to 911 cannot include more than one recipient; do not copy anyone else. Instead, wait until you are safe to notify others.

- People who send prank texts can be identified and may be prosecuted according to local laws.

- Do not text and drive!

9-1-1

CALL IF YOU CAN
TEXT IF YOU CAN'T

now in **LOUDOUN COUNTY**

Know When To
TEXT TO 911

- If you are deaf, hard of hearing or have a speech disability.

- If you cannot speak due to injury or medical condition.

- If you are in a threatening situation and a voice call could increase the threat.

- If you cannot make a call because your mobile phone reception is poor.

www.loudoun.gov/text911

LOUDOUN COUNTY VIRGINIA · 1757