



GOLDEN CRESCENT REGIONAL PLANNING COMMISSION TEXT-TO-9-1-1 SERVICE

The Golden Crescent Regional Planning Commission's (GCRPC) 9-1-1 Department is pleased to announce the availability of Text-to-9-1-1 service in DeWitt, Goliad, Gonzales, Jackson, Lavaca, and Victoria counties. Text-to-9-1-1 is a service that allows citizens to send a text message directly to 9-1-1 for assistance in the event they are unable to make a voice call by dialing 9-1-1.

Simply send a text as you would normally. In the recipient field enter 911, compose the message and push send. Once your text is sent, the 9-1-1 system will send an automated message asking the individual texting for the address of the emergency. This starts the text session between 9-1-1 and the individual needing emergency help.

It is important to remember that text-to-9-1-1 services should only be used in an emergency situation, when someone is unable to speak. Examples include: if the person is deaf, hard-of-hearing, speech impaired, or when speaking out loud would put the individual in danger. Text-to-9-1-1 also provides a silent alternative in cases such as a child abduction, active shooter or domestic abuse.

When texting 9-1-1, you need to know your exact location and the nature of your emergency. Use simple language and no abbreviations or slang. Please do NOT TEXT and DRIVE! Pull over to a safe location before sending a text to 9-1-1. If you are able, please call 9-1-1. It takes longer to get all the information when communicating through text messages.

If there is an emergency and you are unable to make a voice call, **remember:**

- Send your location and type of emergency
- Use plain language and avoid abbreviations and slang
- Photos & videos cannot be sent to 9-1-1 at this time
- Do not include 9-1-1 as part of a group text
- Only text 9-1-1 when you are unable to make a voice call
- Don't text and drive!

Currently you can only Text-to-9-1-1 with the four major wireless carriers: AT&T, Sprint, T-Mobile and Verizon Wireless™. If you are in an area where texting service is not available to 9-1-1, you will receive an automated message telling you to make a voice call. If you would like more information about Text-to-9-1-1, please contact Jamie Moon at 361-578-1587 or jamiem@gcrpc.org. You can also visit the Golden Crescent RPC website at www.gcrpc.org.

Voice calls are still the best & fastest way to get help. "Call if you can, Text if you can't"