



Tri-Com Central Dispatch  
POLICE • FIRE • EMS

3823 Karl Madsen Drive  
St. Charles, Illinois 60175  
Phone: (630) 232-4739  
Fax: (630) 262-1911  
www.tri-com911.org

**Executive Director**  
Stacy R. Hall

**Deputy Director**  
Nicole Lamela

**Board of Directors**  
Chief Gary Schira  
~Chairman

Chief Joe Schelstreet  
~Vice Chairman

Chief Randy Deicke  
Alderman Susan Stark  
Chief Steve Mexin  
Chief Steve Olson  
Alderman Mike Bruno  
Chief Joe Schelstreet  
Chief James Keegan  
Alderman William Turner

# TRI-COM CENTRAL DISPATCH

## EXECUTIVE DIRECTOR STACY HALL

March 1, 2016 8:00 A.M.

# TRI-COM CENTRAL DISPATCH TO LAUNCH TEXT TO 911

***This service should ONLY be used as a last resort!!!***

Very seldom is an announcement made that introduces new technology to a community that is followed with a plea not to use it unless absolutely necessary. But that is exactly what is occurring with the notice that text to 911 service is now available in your community.

Texting emergency calls to 911 should only be used when making a voice call is not possible due to a speech or hearing impairment or if the caller's physical safety would be in jeopardy if they made a traditional 911 call. The limitations of texting to 911 make using it a last resort. As with all text messages, text to 911 communications can take longer to receive, can get out of order, or worse yet, may never be received.

In situations where someone is hearing or speech impaired, has a medical emergency that renders them unable to speak--- or in instances like home invasions or abductions where the victim's safety would be put in peril if they tried to make a voice to 911 call--- the service can be a lifesaver. The best rule to remember is...

***'Call if you can, text if you can't!'***

\*Batavia Fire\*Batavia Police\*Geneva Fire\*Geneva Police\*St. Charles Fire\*St. Charles Police\*Elburn Police\*Elburn Fire\*  
\*North Aurora Fire\*Sugar Grove Police\*Sugar Grove Fire\*Waubonsee Campus Police\*



Tri-Com Central Dispatch  
POLICE • FIRE • EMS

If someone finds themselves in a situation where they must summon emergency help by texting, officials are offering these important tips:

- Enter the numbers “911” in the “To” Field;
- **The first message should be brief and include the location of the emergency and type of help needed;**
- Push the “Send” button;
- Be prepared to answer follow-up questions and follow instructions from the 911 operator;
- Text in simple words and do not use abbreviations;
- **Do not include file attachments such as still photos or video and audio clips;**
- And keep text messages brief and concise.

Officials stress that communicating with 911 by phone is always the most efficient because it is instantaneous which is critical during a life-threatening emergency. Communicating by text in emergency situations takes longer because the text must be typed, sent through the wireless system, and then read by the 911 operator who then texts back. ***They add that pictures or video cannot be added to a text to 911 message and that doing so will likely cause the entire message to not be delivered.***

Other parameters users should keep in mind before placing a text to 911 include:

- Text to 911 is being introduced on a community-by-community basis. Just because it is available in your community does not mean it is functional in surrounding locations. If text to 911 service is not available the user will receive a message saying so and that 911 must be contacted by other means. Those working in or traveling through other cities and towns should verify if those locations have the capability to send and receive 911 texts.
- The service is not available to users who are roaming.
- A text or data plan is required to place a text to 911.
- **Texts sent to 911 have the same 160 character limit as other messages.**
- Text to 911 cannot include more than one person. Do not send emergency texts to anyone except 911.
- Texting to 911 should be for emergencies only--- those that pose an immediate threat to life or property. Non-emergency issues must be addressed by your local Police non-emergency line.
- **Do not text and drive.**

For additional information on Text-to-911 visit <https://www.fcc.gov/text-to-911>; and <http://transition.fcc.gov/cgb/consumerfacts/text-to-911-faq.pdf> and <http://tri-com911.org>

\*Batavia Fire\*Batavia Police\*Geneva Fire\*Geneva Police\*St. Charles Fire\*St. Charles Police\*Elburn Police\*Elburn Fire\*  
\*North Aurora Fire\*Sugar Grove Police\*Sugar Grove Fire\*Waubensee Campus Police\*