

On September 1st The Middlesex County Sheriff's Office implemented the ability to Text-to-911 during an emergency. Text-to-911 service will be available for those individuals who cannot safely make a voice call to 911 in an emergency. This will be a valuable service to the deaf and hard of hearing community. Testing for Text-to-911 has been completed in Middlesex County and is available with plans from AT&T, Sprint, T-Mobile, & Verizon Wireless. Text-to-911 may not be available outside of Middlesex County. If a text is made to 911 where that service is not available, a message will be sent back to the phone advising the customer to make a voice call. Some situations when Text-to-911 is appropriate: • Deaf, hard of hearing callers, or individuals with a speech disability • A caller who is unable to speak due to a medical or other condition • Emergency situations that would put the caller in danger if making a voice call • Examples include abduction, domestic violence or active shooter situation When texting to 911, follow these guidelines • Provide your exact address or location • Explain the type of emergency or help that is being requested • Be prepared to answer any questions that the 911-telecommunicator texts back. • Use plain language; do not use abbreviations, symbols, emoticons, or photos. • Messages should be brief and concise. Texting 911 can be done by typing "911" in the field for a phone number. No other numbers need to be used. Texting should be done through your wireless phones text messaging service and not from third party texting applications. Text-to-911 does require an active telephone service plan with data or it will not work. Remember, the best way to contact 911 is by making a voice call. Please only utilize this service in emergency circumstances where a voice call is not possible or safe. The Middlesex County Sheriff's Office is excited to offer Text-to-911 service to the citizens of Middlesex County.

Remember: CALL if You Can, TEXT if You Can't!