



## TEXT TO 9-1-1 IS NOW AVAILABLE

On December 16, 2016, citizens in the cities of Sandy Springs, Johns Creek, Dunwoody, and Brookhaven can text 9-1-1 if they are unable to verbally call 9-1-1 during an emergency.

Why does the Chattahoochee River 9-1-1 Authority (Chatcomm) have text to 9-1-1?

- Text to 9-1-1 has been deployed in order to assist callers who are hearing impaired.
- A caller may be in an extremely dangerous situation where placing a verbal call to 9-1-1 may place them in further danger. An example would be an intruder being inside your home and speaking on the phone may give away your hiding place.

Calling 9-1-1 is the preferred method of giving information to our dispatchers. It saves time and allows the call taker to ask vital questions in a timely manner in order to send help.

If you text 9-1-1 you will receive a message that says “If it is safe to do so, please call 9-1-1.” If there is no reason to text 9-1-1 you are asked to hang-up and call 9-1-1.

What are the limitations of text to 9-1-1?

- We need you to type your address or street intersection so that we know where you are located.
- Texting to 9-1-1 is slower than a normal phone conversation. Vital questions will be asked and you must text back the answers.

The text to 9-1-1 system cannot receive pictures or video at this time.

Again, text to 9-1-1 is primarily active for individuals who are hearing impaired and for those that are in danger where voice conversation may place them in further danger. It is not for regular contact with 9-1-1.

If you have any questions, please contact the Community Outreach Officer, Mark Stevens, via telephone at (678) 382-6917 or via Email at [mark.stevens@dunwoodyga.gov](mailto:mark.stevens@dunwoodyga.gov).



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