

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.

<u>Calling 9-1-1 is the preferred method of giving information to our dispatchers.</u> 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.

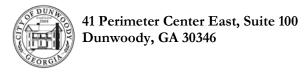
What are the limitations of text to 9-1-1?

- 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 <u>not</u> 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.



P: (678) 382-6900 F: (770) 396-4655 www.dunwoodypolice.com www.twitter.com/dunwoodypolice www.facebook.com/dunwoodypolice