



# St. Johns County Sheriff's Office

MEDIA RELEASE

**"Taking Care of People"**

## **SJSO Announces Text to 9-1-1 "Call if you can, text if you can't"**

**29 December 2016**

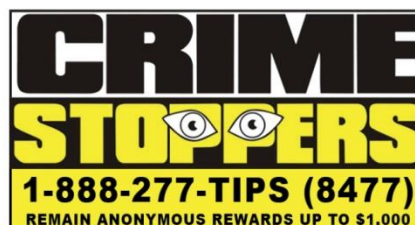
The St. Johns County Sheriff's Office is pleased to announce a technology advancement to enhance emergency responses from wireless callers in our county. Beginning today, citizens may take advantage of our newly implemented "text to 9-1-1" capability, enabling those who may not be able to verbalize an emergency to 9-1-1 operators.

The system functionality is user friendly and only requires the end-user to open their texting feature on their phone and type "911" in the recipient field. The user can then provide a brief description and the location of the emergency, and hit send. Inside the communications center, sirens sound like any other 9-1-1 call and the message displays on the operators screen. Within a few moments the system will respond that the initial message was delivered, followed by a response with the tele-communications personnel. Individuals who use the text to 9-1-1 feature may experience a slight delay as communications are routed back and forth through the systems that make this feature possible.

The system upgrade, which is a vital first step in voiceless emergency communication, requires technology at various levels to ensure connectivity. For example, your wireless device and wireless provider must all be in compliance in order to send "text to 9-1-1" messages. In St. Johns County, Verizon, AT&T, Sprint and T-Mobile customers are currently capable of connecting directly with our 9-1-1 center.

Text to 9-1-1 features follow the same guidelines as landline and cellular calls, so this feature should only be used for emergencies. Remember, **"Call if you Can, Text if you Can't"**!

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1991



1996



2004