9-1-1

CALL IF YOU CAN

TEXT IF YOU CAN'T

Presentation Overview

- Overview of 911 Communications System
- Text to 911 Services
- Key Points About Text to 911
- Summary

911 Communications System

911

- 1968
- Land-line based system
- Analog signal

E 911

- Analog signal
- Introduced geolocation
- Wireless calls & texts

NG 911

- Digital or IP-based 911 system
- Allows voice, photo, video and texts to flow seamlessly from the public to the 911 network

911 Communications System

Apopka Police

Winter Park PD

GOAA

Winter Garden PD

OCSO

Orange County Fire Rescue

UCF

Reedy Creek

Orlando PD

Orlando Fire Department

10 Public Safety Answering Points

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Text to 911 Services

What is It?

The ability to send a short text message to 911 during an emergency

When should Text to 911 be used?

If you are deaf, hard of hearing, or have a speech disability, or if a voice call to 911 is otherwise dangerous or impossible

Where is it available in Central Florida?

Orange County and Osceola County

If a text is sent to 911 in an area without this service a bounce-back text will be received

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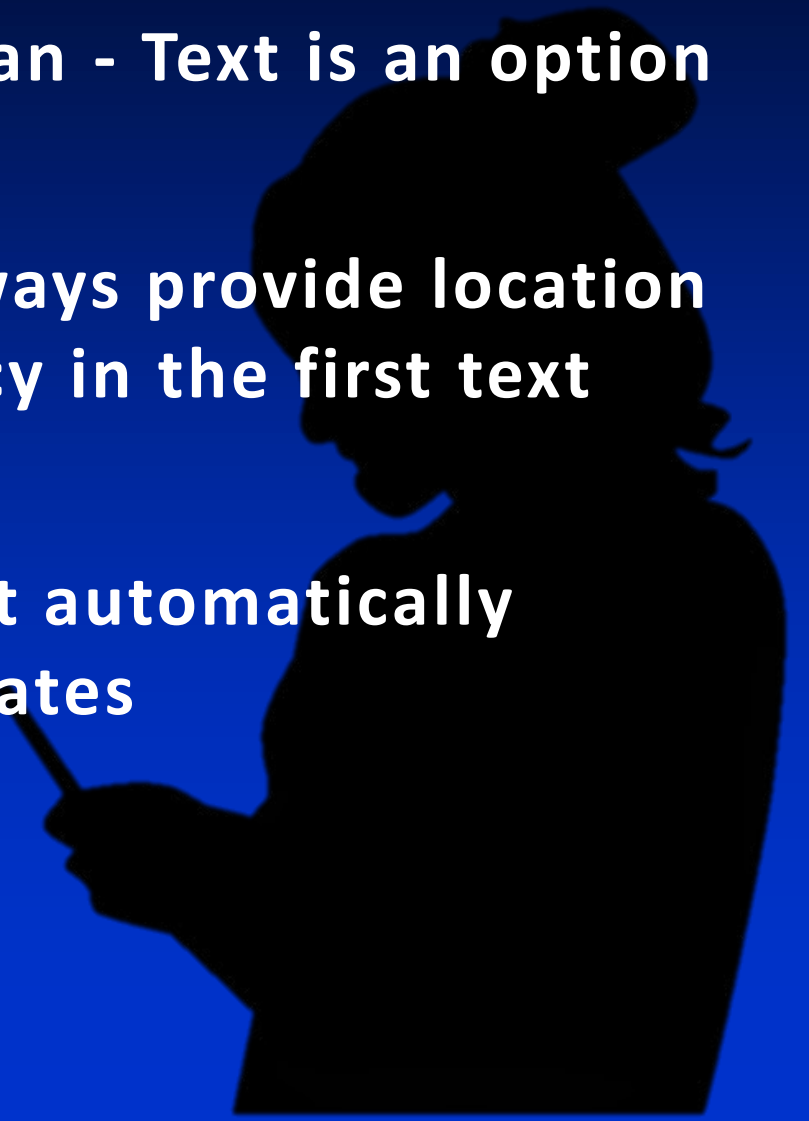
Key Points About Text to 911

- Always call 911 when you can - Text is an option when unable to call
- When using text to 911, always provide location and nature of the emergency in the first text message
- Text to 911 messages do not automatically provide PSAPs with coordinates



Key Points About Text to 911

- Avoid using abbreviations and slang
- Wireless customers must have mobile phones that are capable of sending text messages
- Text to 911 is only available in English
- Non-English texts may be directed to call 911 so translation services can be provided

Key Points About Text to 911

Do Not Use Text to 911 While Driving

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Summary

- Text to 911 Services are available in Orange County through our 10 PSAPs
- *CALL WHEN YOU CAN, TEXT WHEN YOU CAN'T*
- In the future, Next Generation 911 will further improve the methods to communicate with 911
- More information is available at:

www.ocfl.net/textto911

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