



# Department of Police

## City of Palos Hills

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“Call when you can, Text when you can’t”

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Palos Hills Police now have the capability to receive and send text to 9-1-1 messages from cellular phones. Text messaging is one of the primary ways people communicate today. According to Forrester Research, an estimated 6 billion SMS messages are sent every day in the United States or more than 2.2 trillion per year. The 9-1-1 community is constantly striving to meet the evolving needs of the public, and right now that means implementing text to 9-1-1 solutions.

Text-to-9-1-1 is intended primarily for use in three emergency scenarios:

1. For an individual who is deaf, hard-of-hearing, or has a speech disability.
2. For someone who is in a situation where it is not safe to place a voice call to 9-1-1.
3. A medical emergency that renders the person incapable of speech.

### How to use Text-to-9-1-1

- Enter the numbers “911” in the “To” or “Recipient” field
- The first text to 9-1-1 should be short, include the location of the emergency and ask for police, fire or ambulance.
- Push the “Send” button
- Answer questions and follow instructions from the 9-1-1 call taker.
- Text in simple words – NO abbreviations or slang.
- Keep text messages short.
- Photos & videos cannot be sent at this time.

Please remember that texting should only be used when you are unable to make a voice call to 9-1-1. Don’t text and drive!