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Pulaski County Joint 9-1-1 Communications Center
Pulaski, VA

Text to 9-1-1 Launched in Pulaski County

Pulaski County Joint 9-1-1 Communications Center Now Ready to Receive Text to 9-1-1

(Pulaski, VA) Pulaski County Joint 9-1-1 Communications Center has added an additional service which will make it even easier to call for help in Pulaski County. Text-to-9-1-1 is now available to Pulaski County residents and visitors who are also customers of one of the five major wireless providers which are AT&T, Sprint, T-Mobile, U.S. Cellular and Verizon Wireless.

“Pulaski County Government recognizes that wireless technology plays an important role in the daily lives of many people and that these technologies change quickly,” said Executive Director Chris Akers. “The County is committed to initiatives such as Text to 9-1-1 which enable us to provide the best possible emergency services to our communities.”

The text to 9-1-1 service is a part of a larger nationwide initiative known as Next Generation 9-1-1 or NG911. When Pulaski County built their new 9-1-1 Communications Center, it did so with Next Generation 9-1-1 in mind. The new 9-1-1 Center has the equipment in place to enable the center to grow as future features and services are developed.

Text to 9-1-1 is intended primarily for use in specific emergency situation:

- For an individual who is speech or hearing impaired
- Individuals who are unable to call 9-1-1 due to a medical emergency that renders them unable to speak
- In the event of a crime such as a home invasion, abduction or domestic violence
- When it is not safe to make a voice call to 9-1-1

During an emergency, **CALL 9-1-1 IF YOU CAN – TEXT 9-1-1 IF YOU CAN'T.**

The following are some tips to keep in mind regarding texting to 9-1-1:

- Callers should send a text to 9-1-1 only when calling is not an option.
- Texting is not always instantaneous, which means it may take slightly longer to dispatch emergency services when text to 9-1-1 is used.
- Callers should provide location information and the nature of the emergency in the first text message. Text to 9-1-1 location information is NOT the same as the information received when a person calls 9-1-1 and is often much broader, making pinpointing an exact location more difficult.
- Text messages sent from areas near the County line may not reach the Pulaski County Joint 9-1-1 Communications Center. The caller may receive a bounce-back message indicating that a voice call must be made.
- Photos, videos and other attachments cannot currently be sent to 911 via text, although those capabilities will be available in the future.
- **DO NOT TEXT WHILE DRIVING**

“It is important that dispatch centers such as ours have the technology and services available to help those in need,” said Akers. “And while a phone call is preferred, text to 9-1-1 capabilities will prove valuable to many Pulaski County residents and visitors.”



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