

911

BAYSIDE  
COMMUNICATIONS  
CENTER

NEED 9-1-1?

CALL IF YOU CAN.  
TEXT IF YOU CAN'T.



Text-to-911 is now available in the North Shore. If you need help, but can't safely speak on the phone or are unable to speak, use your mobile phone to send a text message to 9-1-1.

Serving the communities of Bayside, Brown Deer, Fox Point, Glendale, River Hills, Shorewood, Whitefish Bay, and North Shore Fire/Rescue

## When to use it

Calling is the best and fastest way to reach 9-1-1. But you should text if:



**You're deaf, hard of hearing, or have a speech disability.**



**You're in a situation where it's not safe to call 9-1-1 for help.**



**You're having a medical emergency and cannot speak on the phone.**

## How it works

1. Enter the numbers 911 in the "To" field
2. Text the exact location of the emergency
3. Briefly describe what kind of help you need
4. Push the "Send" button
5. Respond to any questions
6. Follow instructions
7. If you're driving, pull over when it's safe. Do not text and drive!

# Answers to Frequently Asked Questions about Text-to-911

**Q: Can I include photos or video in my message?**

**A:** No. Photos and videos cannot be sent to 9-1-1 at this time.

**Q: Can I sent 9-1-1 a text message in Spanish?**

**A:** No. At this time, 9-1-1 can only receive text messages in English.

**Q: Can I use emojis, abbreviations, or acronyms?**

**A:** No. Please be as descriptive as possible.

**Q: Can I send a group text to 9-1-1 and another person?**

**A:** No. Messages sent to 9-1-1 cannot include other people. If you include 9-1-1 on a group text, it may not be received.

**Q: Where can I use Text-to-911?**

**A:** Available in all 7 North Shore communities. However, if you are adjacent to a community outside of the North Shore, the location of the cell tower determines availability of the service.

**Q: What should I do if I don't receive a response?**

**A:** If Text-to-911 is temporarily unavailable, you should receive a message indicating this. If you do not receive any replies from 9-1-1, try to contact 9-1-1 another way.

**Q: I accidentally sent a text to 9-1-1. What should I do now?**

**A:** If you accidentally send a message to 9-1-1, send a reply indicating that you are ok. We may still respond to your location.

**Q: Where does a text message to 9-1-1 go?**

**A:** Similar to 9-1-1 calls, texts to 9-1-1 are routed to the Bayside Communications Center (BCC) public safety answering point (PSAP). BCC is operated on a 24-hour basis, receiving 9-1-1 calls and texts and dispatch emergency response services.

**Q: Do I have to provide my exact location when I send a text to 9-1-1?**

**A:** Yes. Text-to-911 location information is not equal to current voice call location technology. In order to get help, you need to provide your exact location.

**Q: Can I send a text to 9-1-1 from any mobile device?**

**A:** No. In order to use Text-to-911, the mobile device you are texting from requires a mobile phone number with a wireless carrier that will allow the device to send and receive text messages.



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