



Charlottesville-UVA-Albemarle County Emergency Communications Center

2306 Ivy Road
Charlottesville, Virginia 22903

News Release

DATE: December 17, 2018
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For Immediate Release

Text-to-911 is coming to Charlottesville-UVA-Albemarle

Getting help in an emergency will soon have an additional option for the Charlottesville-UVA-Albemarle area.

On Monday, December 17, those who can't call 911 can send a text message to 911 to get help in an emergency.

The preferred method for contacting 911 will always be to call, but the text-to-911 option should be used by anyone who is deaf or hard of hearing, is in a dangerous situation and unable to speak, or has a medical emergency that keeps them from talking.

A data plan is required to use the text-to-911 service. It will be for anyone who lives, works, or travels to the Charlottesville-UVA-Albemarle region.

Residents should follow these guidelines when texting 911:

- DO:**
- Do call if you can, text if you can't
 - Do send a text message to 911 if you are deaf or hard-of-hearing, can't speak, or it is not safe for you to speak
 - Do provide the exact location of the emergency in the text message
 - Do call 911 if you don't get a reply by text or if you get a reply that texting is not available

- DO NOT:**
- Do not text and drive
 - Do not send photos or videos to 911
 - Do not copy others on the message to 911; text-to-911 cannot include more than one person

For questions, please contact Penny Banks, Senior Systems Engineer, at: 434-977-9041. For more information, visit www.communityemergency.org or <https://www.albemarle.org/department.asp?department=ecc>.



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