

Call if you can...



Text if You Can't.

Text to 9-1-1 service is now available in Tri-Com's service area, which includes the municipalities of St. Charles, Geneva, Batavia, Elburn, & Sugar Grove. All four major cell phone companies, including AT&T, Spring, T-Mobile, and Verizon, now offer this service to their wireless customers.

Text to 9-1-1 should only be used in an emergency and in circumstances where

About Tri-Com Central Dispatch

Tri-Com provides 9-1-1 and emergency dispatch services to a population of approximately 165,000 and 218 square miles.

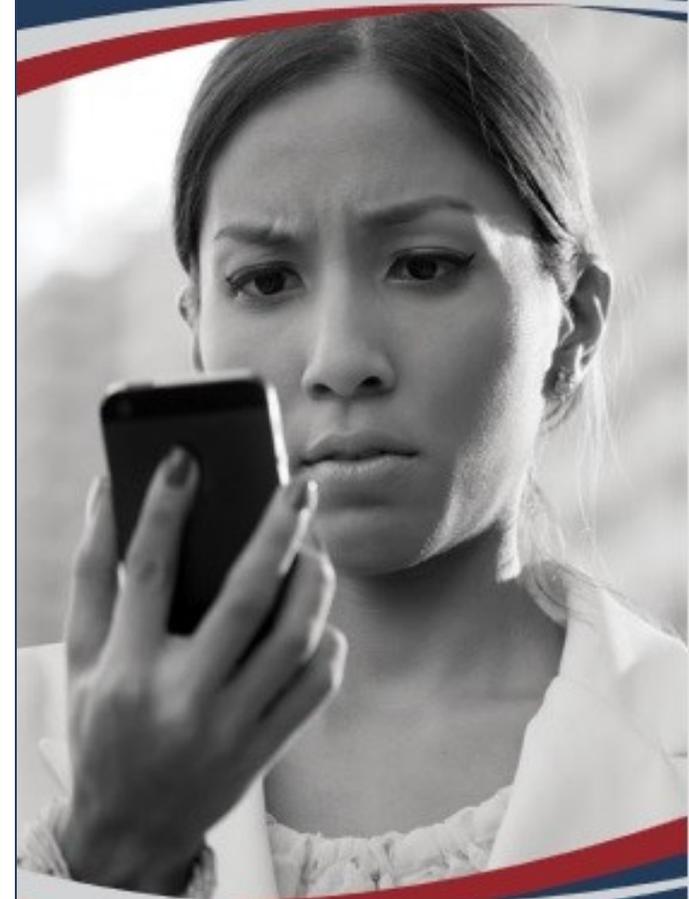
Approximately 131,000 calls are received a year and over 98,000 calls are dispatched.

Proudly Serving the following agencies:

- ◆ St Charles Police
- ◆ St Charles Fire
- ◆ Geneva Police
- ◆ Geneva Fire
- ◆ Batavia Police
- ◆ Batavia Fire
- ◆ Elburn Police
- ◆ Elburn Countryside & Fire Protection District
- ◆ Sugar Grove Police
- ◆ Sugar Grove Fire Protection District
- ◆ North Aurora Fire Department
- ◆ Waubensee College Police
- ◆ South Elgin Police



**Important Tips
for Sending
Texts to 9-1-1**



Tri-Com Central Dispatch

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www.tri-com911.org



Scenarios when it would be best to call 9-1-1

- To report a crime in progress.
- To report a fire.
- To save a life.
- Anytime an emergency response is required by law enforcement, fire or emergency medical personnel.



When texting 9-1-1 might be better than calling

- If you are deaf or hard of hearing
- If you are unable, for medical reasons to speak into the phone.
- If your safety would be compromised if you spoke out loud—for example during a home invasion or abduction.



When NOT to call or text 9-1-1

- When there is no emergency.
- As a joke or prank.
- To report that electricity or other utilities are off.
- To report traffic jams.
- To ask about government services or general information.



Things to remember when sending a text to 9-1-1

- Include your exact location and the nature of your emergency.
- Use clear, simple language. Abbreviations and slang may create more confusion and delay response time.
- Do not text and drive. Not only is this dangerous but it is illegal. Please pull over to a safe location and stop your car prior to sending a text to 9-1-1.
- Do not copy other people on a text sent to 9-1-1.
- Don't attach pictures or videos to a text message to 9-1-1
- If you are in an area where text to 9-1-1 service is not available, you will get a "bounce back" message telling you to make a voice call instead.
- Silence the ringtone on your phone if the noise may compromise your safety. If you stop responding to text messages from the 9-1-1 center, the dispatcher may need to call to check on your safety.
- Text sent to 9-1-1 have a 160 character limit, just like other text messages.
- Most importantly, remember to call if you can and text only when you can't. Providing essential information to 9-1-1 telecommunicator is much faster by voice than text. Texting is not always instantaneous.