



PERQUIMANS COUNTY EMERGENCY SERVICES

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PRESS RELEASE – Text-to-911

FOR IMMEDIATE RELEASE
August 16, 2016

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In September 2015 Perquimans County 911 Communications started working on upgrading equipment in the 911 Center by applying for State 911 Funding. Staff were trained on receiving and responding to texts requesting service in March 2016. AT&T, Sprint, US Cellular and Verizon were all online with texting in late July 2016.

"The goal of the North Carolina 911 Board is to provide the same level of 911 service across North Carolina, from Murphy to Manteo. The deployment of Text-to-911 in Perquimans County is another step in reaching that goal. Our citizens communicate with a variety of technologies and it's awesome to see Perquimans' 911 Center rising to the challenge for their residents," Richard Taylor, NC 911 Board Executive Director.

Below are some pointers to remember should you need to use Text-to-9-1-1:

- The first text message to 9-1-1 should be brief and contain the location of the emergency and type of help needed.
- Be prepared to answer questions and follow instructions from the Telecommunicator.
- Text in simple words - **do not** use abbreviations.
- Keep text messages brief and concise.
- GPS coordinates cannot be tracked while texting 9-1-1.
- 9-1-1 messages can take longer to receive, can get out of order or may not be received.
- Text-to-911 is not available if you are roaming.
- A text or data plan is required to text 9-1-1.
- If texting to 9-1-1 is not available in your area, or is temporarily unavailable, you will receive a message indicating that texting 9-1-1 is not available and to contact 9-1-1 by other means.
- While texting 9-1-1, you cannot include more than one person (9-1-1) in the message. Do not send your emergency text to anyone other than 9-1-1.

"We are pleased to offer this service to the citizens and visitors of Perquimans County. In the event of an emergency, this is another form of communication that can be used to request the assistance of our first responders," Jonathan A. Nixon, Emergency Services Director.