

QUADCOM 911
PUBLIC SAFETY COMMUNICATIONS SYSTEM

Memorandum

TO: **QuadCom Executive Committee**
FROM: Elizabeth A. Heitkamp, Director
SUBJECT: **QuadCom Implementation of Text to 9-1-1**
Date: 2/16/16

Beginning March 1st, 2016 AT&T, Sprint, T-Mobile and Verizon customers living in or traveling through the QuadCom 9-1-1 Public Safety Communications System service area may be able to use their mobile phones to send a text message to 911 for emergency help. QuadCom 9-1-1 Dispatch System serves the Villages of Barrington Hills, Carpentersville, East Dundee, Sleepy Hollow, South Barrington and West Dundee.

Text-to-911 is beneficial for our residents and especially important for those with speech or hearing impairments. We are excited to be able to offer this service.

The QuadCom 9-1-1 Public Safety Communications System has been engaged in the process of establishing text to 9-1-1 service since early in 2015.

Wireless customers in the QuadCom 9-1-1 Dispatch System service area should always keep the following in mind when texting to 9-1-1:

- Customers should use the texting option only when calling 9-1-1 is not an option. Making a voice call is still the most efficient way to get access to emergency services. As with any communication to 911, the texting function should only be used for emergency situations. Emergency situations require a response from Police, Fire Department and/or Emergency medical services.
- Because of limitations of text message routing, location of texter, carrier and other factors, not all text messages from customers within our service area will be routed to QuadCom. Instead, people may receive a bounce back message from their carrier. If a text to 9-1-1 for an emergency is not answered in a timely manner, customers should not hesitate to make a voice call to 9-1-1.
- Text messages should always include clear location information with the first text message sent to 9-1-1, along with the nature of the emergency. Unlike 9-1-1 voice calls, emergency personnel will not be able to determine location information for a customer sending a text message to 9-1-1, nor will they be able to speak with the person sending the text to quickly ascertain their location. Abbreviations and slang should never be used with text messages to 9-1-1.

More information regarding Text to 9-1-1 can be found on the National Emergency Number Association (NENA) website <http://www.nena.org> and the Federal Communications (FCC) website <http://www.fcc.gov>.