



For Immediate Release

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Text to 911 Is Available Statewide

Governor Dannel P. Malloy announced today, August 23, that the State of Connecticut has launched a new "Text-to-911" capability as part of the state's new Next Generation 911 Emergency Telecommunications System.

Those in an emergency situation who need help but cannot safely speak on the phone or are unable to speak or hear, can use their mobile phones to send a text message to 911. **The system is available statewide and is now in effect.**

"It is absolutely critical that everyone who needs immediate help in an emergency situation gets it," said Mayor Marcia A. Leclerc. "The ability to be able to text to 911 in an emergency setting when one is unable to place a phone call can be life-saving."

According to a press release issued by the State of Connecticut, residents should remember that voice calls to 911 remain **the best and fastest way** to contact emergency services whenever it is feasible to do so.

"The 'Text-to-911' is another great tool for those in an emergency situation who are unable to place a phone call and need an immediate assistance," said East Hartford Police Chief Scott Sansom.

Text-to-911 is only intended to be used when absolutely necessary, in a situation where silence is essential for safety or when it would be impractical to place an audible voice call, such as domestic violence situations, home invasions and others. The feature is also designated to those with hearing and speech impairments. This is why the new system's theme is: *Call if you can, text if you can't.*

As of today, Connecticut is one of only several states in the nation to roll out the Text-to-911 feature statewide. The East Hartford dispatchers have been already trained to use the new system.

To use Text-to-911, enter the numbers "911" in the "to" or "recipient" field on a mobile phone or other handheld device. Text a brief message that includes the location of the emergency and what services are needed (police, fire, ambulance). After that, answer questions and follow instructions from the 9-1-1 call center.

Connecticut's 9-1-1 Emergency Telecommunications System is maintained and operated by DESPP's Division of Statewide Emergency Telecommunications. To make residents aware of the new capability
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and educate on the proper uses, DESPP has launched a public education campaign that will include television and radio spots, online and cinema advertising, social media alerts, and outreach to targeted populations.

For more information on the Text-to-911 system and to see a demonstration of the capability, visit www.Text911CT.org.