



FOR IMMEDIATE RELEASE
December 13, 2018

Media Relations & Communications
Office: 727.815.7177
pio@pascocountyfl.net

Pasco County Adds New Emergency Technology: Text-to-9-1-1

~9-1-1: Call if You Can, Text if You Can't~

PASCO COUNTY, FL ---- Help during an emergency is just a text message away. Pasco County's [Department of Emergency Services](#) is now offering **text-to-911**. This critical service provides assistance when it's unsafe or you're not able to talk.

Text-to-9-1-1 messages are received by the 9-1-1 call center just like any other 9-1-1 voice call and are processed with the same efficient protocols. (*Supported carriers include AT&T, Sprint, T-Mobile and Verizon.*)

"We are excited to offer this new, life-saving technology to the citizens and visitors of Pasco County," said Director of Emergency Services Capt. Dan Olds. "While calling should be your first choice, text-to-9-1-1 is an excellent option should you find yourself in a situation where talking to an operator could jeopardize your safety."

Text-to-9-1-1 facts:

- ✓ Use plain language when texting 9-1-1
- ✓ A text or data plan is required to use the service (standard rates apply)
- ✓ Cellular service issues, such as roaming, may affect your ability to access text-to-9-1-1
- ✓ Photos and videos cannot be sent to 9-1-1 at this time
- ✓ Calling should be your first option if the situation allows
- ✓ Don't text and drive

When choosing a text-to-9-1-1 provider to best serve our citizens, [Pasco County](#) partnered with AK Associates to select industry leader [INdigital](#), a full-service public safety provider.

For more information on text-to-9-1-1 service and guidelines in Pasco County, please visit the Department of Emergency Services page: bit.ly/PascoEmergencyServices.

1 of 1



"Pasco County—Florida's Premier County"