Call if You Can...

Text if You Can't.

Text to 9-1-1 service is now available in the Greater Kansas City metro, which includes Cass, Clay, Jackson, Platte and Ray counties in Missouri, and Johnson, Leavenworth, Miami and Wyandotte counties in Kansas. All four major cell phone companies, including AT&T, Sprint, 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 when you cannot safely call 9-1-1.

About the Regional 9-1-1 System

The Mid-America Regional Council (MARC) serves as the coordinating agency for the Kansas City Regional 9-1-1 System, which handles more than 1.6 million emergency calls each year.

The system is served by 41 public safety answering points (PSAPs) operated by government agencies in the nine-county bistate region.

Public Safety Answering Points

AMR Ambulance Service
Belton Police Dept.
Blue Springs Police Dept.
Cass County Sheriff's Office
Clay County Sheriff's Office
Excelsior Springs Police Dept.
Ft. Leavenworth Provost Marshal
Gladstone Dept. of Public Safety
Grandview Police Dept.
Harrisonville Police Dept.
Independence Police Dept.
Jackson County Sheriff's Office
Johnson County Emergency Communications Center
Johnson County Sheriff's Office
Kansas City, Missouri Fire/EMS Dept.
Kansas City, Missouri Police Dept.
Leavenworth County Sheriff's Office
Leavenworth Police Dept.
Leawood Police Dept.
Lee's Summit Fire Dept.
Lee's Summit Police Dept.
Lenexa Police Dept.
Liberty Police Dept.
Miami County Sheriff's Office
North Kansas City Police Dept.
Overland Park Police Dept.
Platte County Sheriff's Office
Pleasant Hill Police Dept.
Pleasant Valley Police Dept.
Prairie Village Police Dept.
Ray County 9-1-1
Raymore Police Dept.
Raytown Police Dept.
Riverside Police Dept.
Shawnee Police Dept.
Sugar Creek Police Dept.
Unified Government of Wyandotte County/Kansas City, Kansas

MARC
MID-AMERICA REGIONAL COUNCIL

9-1-1 REGIONAL PUBLIC SAFETY COMMUNICATIONS

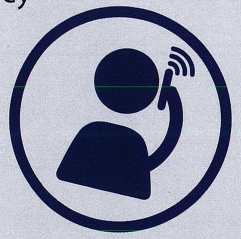
Important Tips for Sending Texts to 9-1-1

Kansas City Regional 9-1-1 System

Mid-America Regional Council
600 Broadway, Suite 200 • Kansas City, MO 64105-1659
816-474-4240 • www.marc.org/publicsafety

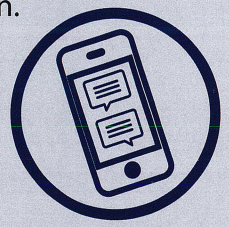
Scenarios when it would be best to call 9-1-1

- 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.
- If your cell signal isn't strong enough for a voice call to go through.



When NOT to call or text 9-1-1

- When there is no emergency.
- If an animal is hurt or lost (Call your city or county animal services instead).
- 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 in most states. 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.
- Texts 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 call. Providing essential information to a 9-1-1 telecommunicator is much faster by voice than text. Texting is not always instantaneous.