

# Press Release for Immediate Release Dispatch

## Barry County Text-to-911 Service Now Active

**BARRY COUNTY, August 13, 2015** – Barry County Central Dispatch announced today that it is live with Text-to-911. Text-to-911 service allows citizens to send a text message to 911 from their mobile devices if they are within Barry County.

“By implementing Text-to-911 service in Barry County, we are giving local residents and visitors an additional way to contact 911. This service will help the deaf and hard of hearing community as well as those in a situation where they are unable to speak out loud,” said Barry County Dispatch Director Phyllis Fuller.

Citizens are encouraged to “Call if you can, text if you can’t.” “We are happy to provide this service to our citizens but a voice call to 9-1-1 is still the best way to get help fast,” advised Phyllis.

How to text 9-1-1 in an emergency:

- Enter the numbers “911” in the “To” field;
- The first text message to 9-1-1 should be brief and contain the location of the emergency and type of help needed;
- Push the “Send” button;
- Be prepared to answer questions and follow instructions from the 9-1-1 Telecommunicator;
- Be brief and concise but **DO NOT** use abbreviations or jargon.

Important information about Text-to-911:

- The location of the emergency is a vital piece of information as the location information of a text message is not as accurate as that of a voice call;
- Don’t text and drive;
- A text or data plan is required to place a Text-to-911;
- Photos and videos cannot be sent via Text-to-911;
- Text-to-911 cannot include more than one person. Do not send your emergency text to anyone other than 911;
- Text-to-911 is not available everywhere in Michigan or the U.S.;
- If you attempt to send a Text-to-911 and the service is not available, you will receive an auto-reply message advising the service is not available.

At this time the neighboring counties that have Text-to-911 service are Ionia, Eaton, and Calhoun.

For more information about Text-to-911 visit the Barry County Central Dispatch website at [barry911.org](http://barry911.org).

Phyllis Fuller, Director  
Barry County Central Dispatch  
2600 Nashville Rd.  
Hastings, MI 49058  
269-948-4825 ext 2  
[fullerp@barry911.org](mailto:fullerp@barry911.org)