



NEWS FOR IMMEDIATE RELEASE

GlendaleAZ.com/Fire

Glendale Fire Department

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You Can Now Text Your Emergency to 9-1-1

Glendale, Ariz. —As of today, you can now text your emergency to 9-1-1. 26 dispatch centers across the state have been practicing with the system since December 2017. This will allow better access to the 9-1-1 system for people in imminent danger as well as the hearing impaired. This can also assist those who are unable to speak to 9-1-1 because of any physical impairment or if they would be putting themselves in danger by speaking on the phone.

There are a few key points to remember. It is always better to call 9-1-1 than to text. They do not have any location services available with texting. Therefore, it is imperative that the person reaching out to the dispatch center include their location in the text message. Also, there are currently no interpretations available, so the text must be in English. This should be coming but is not ready just yet. You cannot send a message in a group message format, the system is not able to receive group messages. Lastly, you cannot send photos. They have no way to see them.

The dispatcher can text you back with questions if you forget to give them the information they need. As we said it is always better to call if you can, but it is nice to know that you can text if you need to. This gives accessibility to more than 150,000 residents with physical impairments that have kept them from being able to access the 9-1-1 system. This technology can make a huge difference for the citizens of Glendale, and across the state.

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