

Williamson County Joint ETSB 911

April 3, 2025

Press Release
For Immediate Release

Voice Calls to 911 Are Still the Best and Fastest Way to Contact 911

The Williamson County Joint Emergency Telephone System Board announced that it has begun accepting text-to-911 service for its coverage territory. Wireless customers can now send a text (up to 140 characters) to 911 in an emergency. Text to 911 should only be used in an emergency, when placing a call is not possible: For instance, if the caller is deaf, hard-of-hearing, speech impaired, or when speaking out loud would put the caller in danger.

If there is an emergency and you are unable to make a call, remember these steps:

- Don't text and drive
- **Send the location and type of emergency in the first text message.**
- Text in simple words. Send a short text message in English without abbreviations or slang.
- Be prepared to answer questions and follow instructions from the 911 call taker. Don't Abuse 911—Text-to-911 service is ONLY for emergencies.
- It is a crime to text or call 911 with a false report. Prank-texters can be located.

The Text-to-911 service may have many challenges, such as.

- A text or data plan is required to place a Text-to-911
- As with all text messages, messages to 911 may take longer to receive, (up to 5 minutes), may be received out of order, or may not be received at all. Call if you are unsure if it was received!
- If you do not receive a text response from 911, try to contact 911 another way.
- Photos and videos cannot be sent to 911 at this time.
- Text-to-911 cannot include more than one person. Send your emergency text to 911 only. Group texts will fail.

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Remember, Text-to-911 service is not available everywhere in Illinois.

Sincerely,
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