

November 18, 2020

## **Text to 911**

The Burleson Public Safety Communications Department, in partnership with the Tarrant County 9-1-1 District, rolled out text to 9-1-1 capabilities to better serve the citizens of Burleson on Tuesday, November 17.

SMS text messaging to 9-1-1 provides access to 9-1-1 services for citizens that are deaf, hard of hearing, have a speech disability, or if a voice 911 call might otherwise be dangerous or impossible. The same protocols used for voice 9-1-1 calls will be used for text 9-1-1 calls. Call takers will need to confirm the caller's location and gather additional information so appropriate units may be dispatched, relay scene safety information and provide pre-arrival or post instructions. Whenever possible, the caller will be asked to call 911 instead of texting if it is safe to do so.

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Communications