

Text to 9-1-1 Service Available in Cooke, Fannin, & Grayson Counties

SHERMAN, June 7, 2018 – Dr. Susan Thomas, Executive Director of Texoma Council of Governments (TCOG), announced today that Text to 9-1-1 Services are available in Cooke, Fannin, & Grayson Counties.

"Text to 9-1-1 will allow citizens to send a text message directly to 9-1-1 in the event they are unable to make a voice call," said Dr. Thomas. "Simply send a text as you normally would and enter 911 in the recipient field. This will start a text session between 9-1-1 and the individual needing help."

It is important to remember that text to 9-1-1 services should only be used in an emergency situation, when someone is unable to speak. Examples include if the person is deaf, hard of hearing, speech impaired, or when speaking out loud would put the individual in danger. Text-to-9-1-1 also provides a silent alternative in cases such as a child abduction, active shooter or domestic abuse.

When texting 9-1-1, you need to know your exact location and the nature of your emergency. Use simple language and no abbreviations or slang. Please do NOT TEXT and DRIVE! Pull over to a safe location before sending a text to 9-1-1. If you are able, please call 9-1-1. It takes longer to get all the information when communicating through text messages.

Currently you can only Text-to-9-1-1 with the four major wireless carriers: AT&T, Sprint, T-Mobile and Verizon Wireless™. If you are in an area where texting service is not available to 9-1-1, you will receive a 'bounce-back' message telling you to make a voice call. If you would like more information about Text-to-9-1-1, please visit the COG's website at www.tcog.com.

The Texoma Council of Governments is a voluntary association of the local governments in Cooke, Fannin, and Grayson Counties. Established in 1968, the Texoma Council of Governments promotes economy and efficiency in the coordinated planning and development of the tri-county region through its community and economic development activities. Either directly, or through contractors, the Council provides housing, utility assistance, and weatherization services for low-income citizens in the region and assists the elderly through a variety of Area Agency on Aging programs. The Council also facilitates the delivery of grant funding for homeland security and criminal justice.

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