



KenCom Public Safety Dispatch

1100 Cornell Lane, Yorkville, Illinois 60560

Phone (630) 553-0911

Fax (630) 553-9411

KenCom 9-1-1 Public Safety Dispatch Now Accepts Text-to-9-1-1 Messages

Call when you can, text when you can't

KenCom Public Safety Dispatch now has the ability to receive and reply to text messages sent to 9-1-1 from cellular subscribers with active service plans that includes a text or data plan with AT&T, Sprint, T-Mobile or Verizon. Cellular users in KenCom's service area may report emergencies to KenCom via text message when a voice call is not possible.

Text-to-9-1-1 is primarily intended for use in three emergency scenarios:

1. For individuals with communication challenges such as those with hearing or speech impairments.
2. For someone who is in a situation where it is not safe to place a voice call to 9-1-1.
3. A medical emergency that renders the person incapable of speech.

How to use Text-to-9-1-1

- Enter the numbers "911" in the "To" or "Recipient" field
- The first text to 9-1-1 should be brief and contain the exact location of the emergency and the type of service needed such as police, fire or ambulance.
- Push the "Send" button.
- Be prepared to answer questions and follow instructions from the 9-1-1 call taker.
- Text in simple words – do not use abbreviations or slang.
- Keep text messages brief and concise.

A few things to know if you need to text 9-1-1

- As with all text messages, message delivery may be delayed, fail or be delivered out of sequence.
- If Text to 9-1-1 is not available in your area, or is temporarily unavailable, you will receive a reply message indicating that Text to 9-1-1 is not available and to contact 9-1-1 by another means.
- Photos, videos and emojis cannot be sent to 9-1-1 at this time.
- Text-to-9-1-1 can only include the sender and 9-1-1. Do not include multiple recipients in your text message to 9-1-1 or the message will not be delivered.

Please remember that texting should only be used when you are unable to make a voice call to 9-1-1. Call when you can, text when you can't!

For your own safety and the safety of others DO NOT TEXT AND DRIVE!