



**Farmville Emergency Communications**  
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**June 11, 2020**

### **For immediate release – Text-to-911**

The Farmville Emergency Communications Center is pleased to announce, starting June 9, 2020, they will be able to receive text-to-911 messages from cell phones.

This service will be available for text messages sent from the following areas:

- Town of Farmville
- Prince Edward County
- Southern end of Cumberland County

Text-to-911 is a great tool for the deaf, hard of hearing, speech impaired, or when making a call could put yourself or someone in danger. **Voice calls are still the best and fastest way to contact 911.**

Things to remember when using text-to-911:

- Text-to-911 should **ONLY** be used in **EMERGENCY** situations!
- Text in simple words: Send a short text message without abbreviations, acronyms or emoji's. Taking these steps will eliminate confusion and strengthen communication between you and the 911 Operator.
- **ALWAYS** give the **LOCATION & TYPE OF EMERGENCY** when placing a text!
- Be prepared to answer any questions or follow any instructions provided by the 911 Operator.
- Text-to-911 cannot be included in a group or SMS message. Do not send your emergency message to anyone other than 911.
- A Text or Data plan is required to send text messages to 911.
- Texts may take longer to be received or not be able to be delivered due to poor service area or location of caller.
- It is a crime to text or call 911 with a false report. Prank callers and texters can be located and will be prosecuted.
- This service is not available everywhere in Virginia and the U.S.
- Remember, it is against the law to text and drive!!