



BOARD of COUNTY COMMISSIONERS

406 Justice Drive, Lebanon, Ohio 45036 | Phone: (513) 695-1250

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FOR IMMEDIATE RELEASE:
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Text-to-911 Now Available in Warren County

Alternative when a caller requires silence for safety and for people with hearing or speech challenges.

WARREN COUNTY, OHIO — On Tuesday, April 10th at 10:00am, the Warren County Board of Commissioners will host a Text-to-911 ribbon cutting ceremony at 500 Justice Drive, Lebanon, OH 45036. Alongside the Department of Emergency Services, Warren County Telecom, the City of Lebanon Communication Center, and the City of Franklin Communication Center, the Commissioners will publicly announce a Countywide Text-to-911 program.

In an emergency, dialing 9-1-1 should be one's primary method for getting help. But when callers must remain quiet in a dangerous situation, and for people with hearing or speech challenges, Text-to-911 can save lives. After a soft roll-out, the County is confident in announcing to the people who live, work, and play in this Incredible County that Text-to-911 is ready for them.

An Emergency Lifeline

Text-to-911 is an alternative to calling in an emergency when it would be unsafe or impossible for an individual to speak. Warren County Communications has already experienced two significant texts to 911 which resulted in saved lives. First was a female advising she was a passenger in her impaired boyfriend's vehicle; we were able to send help. Secondly, a caller's nephew was suicidal and making a call could have made the situation worse; the text very likely saved his life.

"Public safety is of utmost importance to us. The ability to text to 911 is a game-changer for people in emergency situations who cannot place a call due to safety issues, and it removes a barrier for people who have hearing or speech challenges." ~Warren County Commissioner Tom Grossmann

A New Solution

The addition of Text-to-911 also means individuals with some form of hearing loss or speech impediment will now be able to text dispatchers. Until this program, people relied on in-home software or devices to aid in their calling of 9-1-1.

If there is an emergency and you cannot call 9-1-1, take these steps:

1. Enter 911 in the "To" field.
2. Text your exact address and type of emergency.
3. Send the message.
4. Use simple words and avoid abbreviations, emojis, slang, images and video.
5. Promptly answer response questions and follow the Emergency Communications Operator's instructions.

Best Practices and Challenges:

Speaking with an Emergency Communications Operator (ECO) is still the fastest way to receive help, so call if you can and text if you can't. Dispatchers prefer calls so they can get cues from background noise and voice inflections. If you text 9-1-1, ECOs will ask you to make a voice call if possible. Text-to-911 comes with some challenges:

- Location is not as accurate with texting as it is with a call. Be sure to text your exact address;
- A text or data plan is required to use Text-to-911;
- Texts to 9-1-1 will get a bounce back message if you are roaming;
- Texts to 9-1-1 have a 140-character limit, can get out of order, or may not be received;
- There is no language translation service for texts to 9-1-1;
- Callers lose the timely benefit of verbal instructions such as CPR.
- Emergency response may be lengthened due to the time it takes for a text to be transposed and sent.
- Delivery of texts and speed of delivery are dependent on your cellular carrier; not guaranteed due to variables such as your location, signal strength, etc.
- Do not text and drive.

The new service should only be used in emergencies. Texting 9-1-1 with a false report is a crime. If you accidentally send a text to 9-1-1, immediately send another text or call 9-1-1 to let the dispatcher know that there is no emergency.

Additional Resources:

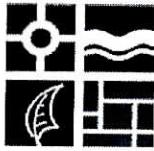
Information about Warren County's 9-1-1 services can be found at

<http://www.co.warren.oh.us/emergencyservices/dispatch/911/expect.aspx>

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About the Warren County Board of County Commissioners

The Warren County Board of Commissioners is the legislative and executive body of county government. As the governing body, the Board is responsible for taxpayer dollars and for provision of services as required by state and federal law or mandated by the public. The Board works, through community partnership, to conscientiously protect and enhance the health, safety and quality of life of all Warren County residents, businesses and communities in a respectful, efficient and fiscally responsible way that addresses the needs of today and invests in tomorrow.



**WARREN COUNTY REGIONAL PLANNING COMMISSION
EXECUTIVE COMMITTEE MEETING AGENDA**

May 24, 2018 – 1:00 P.M.

Commissioner's Meeting Room – County Administration Building
406 Justice Drive, Lebanon, Ohio

1. ROLL CALL
2. APPROVAL OF MINUTES: April 26, 2018
3. NEW BUSINESS:
 - A. SUBDIVISION REQUESTS:
 1. Taylor's Ridge Preliminary Plan - Turtlecreek Township
 - B. REZONING REQUESTS:
 1. Allstate PUD Stage 2 - Hamilton Township
 2. Meridian Realty PUD Stage 1 - Deerfield Township
4. MISCELLANIOUS:
 - A. Formal Proceedings
6. ADJOURNMENT: