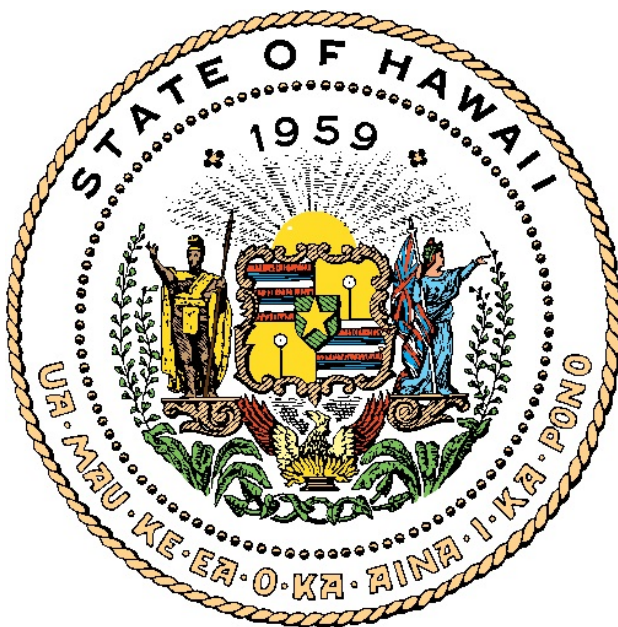


The **#** that
Saves Lives and Property

Purpose of 9-1-1 Board:

The purpose of the State of Hawaii 9-1-1 Board is to oversee the operations and implementation of 9-1-1 services provided by communications connections including landline, wireless, VoIP, and new emerging technologies. The Board oversees the Public Safety Answering Points (PSAP) by administering policies and statutes applicable to the Board relating to 911 services to the five Primary PSAPs and three Secondary PSAPs. The Board collects the 9-1-1 surcharge from wireless and VoIP providers and distributes the funds to maintain, operate, and upgrade the 9-1-1 system to identify and locate 9-1-1 callers.

*State of Hawaii
9-1-1 Board*



*1151 Punchbowl Street
Video Conference Center (VCC)
Honolulu HI, 96813*

<https://ags.hawaii.gov/hawaii-9-1-1-board/>

9-1-1
CALL
IF YOU CAN
TEXT
IF YOU CAN'T

*Text to 9-1-1
Frequently Asked
Questions*

What is Text to 9-1-1?

Text to 9-1-1 is an emergency service that is provided to all mobile users in the State of Hawaii. Allows a caller to use their activated cell phone to contact the 9-1-1 center via text message. Always make a voice call to 9-1-1 during an emergency whenever possible.

Challenges of Text to 9-1-1:

- May take longer to receive and respond to than a voice call.
- Does not provide the location of the texter.
- Could be received out of order.
- If Text-to-9-1-1 is not available, you will receive a bounce-back message advising you to contact emergency services by another means.
- Bounce-back messages are designed to reduce the risk of mistakenly thinking a Text-to-9-1-1 has been successfully sent to an emergency call center.

When to Use Text to 9-1-1?

- If you are in a situation where it is not a safe place to place a voice call to 9-1-1.
- Experiencing a medical emergency that renders you incapable of speaking or hearing.
- If you are unable to call 9-1-1 due to being in a location with sporadic cellular voice service.
- If you are unable to speak or hear due to injury or physical restraint.

Tips When Texting 9-1-1:

- Be brief and use plain English.
- Answer questions and follow instructions from the 9-1-1 center dispatcher.
- Do NOT send photos, videos, or emojis.
- Do NOT use abbreviations, short cuts, slang or group texts.
- Requires a text enabled/capable cellular phone. Standard text messaging rates apply.

Public Safety Answering Points

- *Honolulu County Police Department*
- *Honolulu Fire Department*
- *Honolulu Emergency Medical Services*
- *Honolulu Ocean Safety*
- *Hawaii County Police Department*
- *Hawaii Fire Department*
- *Kauai County Police Department*
- *Maui County Police Department*
- *Regional Dispatch Center*

All Public Safety Answering Points in the State of Hawaii support Text to 9-1-1.

