



Multi Agency Communications Center
www.macc911.org

Text-to-911 Statistics
 Updated 06/03/2016

2016

TEXT-TO-911 DETAILS											
MONTH	VALID	EMERGENCY	NON-EMERGENCY	ABANDONED	ACCIDENTAL	CONVERTED	NON-ENGLISH	RELAY	TEST	TOTAL	
MARCH	0	0	0	0	0	0	0	0	56	56	
APRIL	1	0	1	0	0	0	0	0	35	37	
MAY	0	2	3	2	2	1	2	1	0	13	
JUNE											
JULY											
AUGUST											
SEPTEMBER											
OCTOBER											
NOVEMBER											
DECEMBER											

DEFINITIONS

- ABANDONED** Text-to-911 was initiated but no further texts occurred
- ACCIDENTAL** Citizen accidentally text 911
- CONVERTED** Started as text and able to get caller to make voice call
- EMERGENCY** 911 emergency that should have been a voice call (DUI, Fire, etc.)
- NON-EMERGENCY** Not an emergency and should have been a voice call
- NON ENGLISH** Text-to-911 in non English language
- RELAY** Text-to-911 information relayed to another PSAP
- TEST** Test text-to-911
- VALID** Unable to speak or make a voice call safely