

Text with 9-1-1 now available in OPP service areas

OPP is improving its capacity for emergency response and enhancing the safety for an important segment of the communities it serves.

As of April 15, OPP is equipped to receive emergency calls for service via Text with 9-1-1 (T9-1-1) from people who are deaf, hard of hearing or speech impaired (DHHSI) and for which OPP is the Primary Public Safety Answering Point (P-PSAP).

T9-1-1 enables emergency communication with OPP 9-1-1 call takers via text message (or SMS). In order to use T9-1-1, members of the DHHSI community must register their cell phones with their wireless carrier in advance. Some older model phones may not be compatible. Those who have more than one cell phone will need to register each phone individually. The T9-1-1 service is not intended for use by the general public.

The OPP is committed to increasing accessibility for persons with disabilities, and has made extensive network upgrades to be able to offer Text with 9-1-1 service in the communities we serve, commented OPP Commissioner Vince Hawkes.

Preparing to offer Text with 9-1-1 was complex and involved months of collaboration with our service provider and the communities, Chief Superintendent Rick Barnum, commander of the OPP Communications and Technology Services Bureau, added. The OPP appreciates the patience of many stakeholders while we implemented the necessary changes to provide this important and innovative service.

An information card is available on the OPP website at www.opp.ca/ecms/index.php?id=620, and via several OPP-serviced jurisdictions. More information is also available through the Canadian Wireless Telecommunication Association at www.cwta.ca