



PARADISE VALLEY POLICE GENERAL ORDER

Alternative Methods of Communication

Order Number

81.4

Date

04-17-17

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Paradise Valley Police Emergency Communications Center utilizes a Text-to-911 SMS solution that provides equal access to emergency services for the deaf and hard of hearing community. It also provides an alternative method of reporting emergencies when traditional avenues are unavailable.

Text-to-911 SMS text messages sent or received by any Communications personnel via 911 are official business and subject to the same rules and regulations at each emergency communications center for the recording and retention of 911 voice calls. Text-to-911 procedures are located in the *Communications Section Standard Operating Procedures*.

The SMS text messages will be retained for a minimum of thirty (30) days.