

Text to 911 in Our Community

Our community now offers the option to send text messages to 911 in the event of an emergency. Important messages about the service:

- If you need help and are unable to speak, use your mobile phone to send a text message to 911.
- 911 dispatchers on duty will respond to texts with the same priority as voice calls to send help as soon as possible.
- When texting an emergency, first send the address or cross streets of the emergency, in order to expedite emergency services to your location.
- Text to 911 eliminates a significant communication barrier for those who are deaf, hard of hearing or speech impaired.
- The service also helps people in dangerous situations where the caller should remain silent or discreet.
- The service works with all major carriers and mobile phones.
- Texts to 911 cannot receive emojis, special characters or multi-media files such as photos, videos or GIFs.
- Texts to 911 that include additional recipients or more than 160 characters will not be received.
- Voice calls to 911 will always be quicker and more efficient, so call if you can and text if you can't.

When to use Text to 911:

- You're deaf, hard of hearing or have a speaking disability.
- You're in a situation when it's not safe to call 911 for help.
- You're having a medical emergency and cannot speak on the phone.

Sending a text message to 9-1-1 is easy

1. Open a new text message on your mobile device.
2. Type 911 in the recipient field.
3. Begin your text conversation with the location of the emergency and hit "send."

Your text message will be received by a dispatch center professional who is trained to respond to your emergency. This new text to 911 option is effective and efficient but calling is the most reliable method. Please remember to call if you can, text if you can't.