TEXT-TO-911

Texting 911 is intended to be used for someone who may not be able to speak or hear in an emergency. The preferred method is to call 911 and talk directly to a public safety telecommunicator.

Text 911 if you need police, fire, or emergency medical services and cannot speak due to an emergency or when a voice call might escalate a situation that may endanger life.

HOW TO SEND A TEXT TO 911

- Open your text messaging program
- Enter the 911 in the "to" field
- Type the message in the text field with location of the emergency and the nature of emergency.
- Press the "send" button or arrow.

The Public Safety Telecommunicator will respond to your texts and follow-up with questions to send the appropriate response or gather more information.

KEEP IN MIND

- Answering the questions by the Public Safety Telecommunicator will not delay a response.
- Keep texts brief and do not include abbreviations, acronyms, and emojis
- Do NOT send photos or videos, as they cannot be received at this time.
- A text sent to 911 in an area without the text-to-911 service should receive an automatic reply stating the service is not available.
- Text-to-911 is available in Lewis and Clark County.
- If you accidentally send a text to 911, please respond to the Public Safety Telecommunicator advising it was an accident and answer their questions.
- Texts to 911 are not as efficient as voice calls and do not speed up the process of sending responders. A voice call to 911 is still the preferred method.