TEXT-TO-911

THINGS TO REMEMBER

- Call if you can, text if you can't. Voice calls are preferred, if possible, because 911 can communicate more quickly with you.
- Know your location.
- Text-To-911 can only receive words and punctuation. 911 CANNOT receive emojis, pictures or video.
- Your messages may not be correctly understood if you use abbreviations or "text speak," such as TTYL or BRB.
- Please text in English only. Language translation services are not currently available for text. Dispatchers will attempt to use Internet-based translation if you must text in another language.
- You must have text messaging included on your wireless plan with a participating carrier to use Text-To-911 services.



WVCC PROVIDES ESSENTIAL AND EMERGENCY RESPONSE SERVICES TO COMMUNITES IN LINCOLN, MARION, AND POLK COUNTES

PARTICIPATING AGENCIES

LAW ENFORCEMENT EMERGENCY SERVICES

DALLAS POLICE DEPARTMENT FALLS CITY 9-1-1 ANSWERING GERVAIS POLICE DEPARTMENT GRAND RONDE TRIBAL POLICE INDEPENDENCE POLICE DEPARTMENT KEIZER POLICE DEPARTMENT LINCOLN COUNTY SHERIFF'S OFFICE MARION COUNTY SHERIFF'S OFFICE MONMOUTH POLICE DEPARTMENT NEWPORT POLICE DEPARTMENT POLK COUNTY SHERIFF'S OFFICE SALEM POLICE DEPARTMENT

CITY/RURAL FIRE & AMBULANCE SERVICES

CENTRAL COAST FIRE & AMBULANCE DALLAS FIRE DEPARTMENT **DEPOE BAY RFPD** FALLS CITY FIRE DEPARTMENT **KFI7FR RFPD** MARION COUNTY RFPD #1 NEWPORT FIRE DEPARTMENT PACIFIC WEST AMBULANCE **POLK COUNTY RFPD #1** SALEM FIRE DEPARTMENT SALEM SUBURBAN RFPD SEAL ROCK RFPD SILETZ VALLEY RFPD SOUTH LINCOLN AMBULANCE SOUTHWEST POLK RFPD SPRING VALLEY RFPD **YACHATS RFPD**

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TEXT-TO-911 SERVICES







What is Text-to-911?

Text-To-911 is the ability to send text messages to local 911 dispatch centers during an emergency.

Text messaging is one of the primary ways people communicate today, especially younger people and members of the deaf, hard-of-hearing, and speech disability communities.

REMEMBER: CALL IF YOU CAN, TEXT IF YOU CAN'T.

How does it work?

Your wireless carrier sends your text messages to text control center which then forwards the message to local 911 centers.

For communities served by Willamette Valley Communications Center agencies, their text will be received by our 911 center via an Internet-based application.

If for some reason the Internet is not functioning, you will receive a text message reply notifying you the Text-To-911 service is currently not available in your area.

Will the dispatcher know my location?

Most likely, no. It is important you ALWAYS know your location and provide the information in your text.

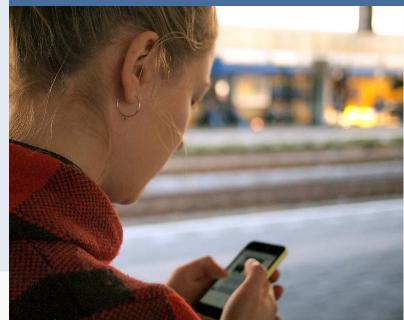
Step by Step

To use Text-to-911 in an emergency, calmly do the following:

- Open your text message screen.
- In the TO field, enter 911. No dashes or spaces.
- Type your message. No emojis, pictures or video. MMS and group messages are blocked by the system.
- Press the send icon.

Remember: Call if you can, text only if you can't.

Textt-To-911 messages are not charged toward your SMS plan.



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