Participating Text-to-911 Partners

Umatilla County 911
Dispatch Center

Milton-Freewater
Police Department

Grant County (OR)

911 Agencies

Provide superior public safety dispatch services in a skilled, expedient and respectful manner to the citizens and agencies we serve.

With a commitment to excellence and through continuing education and improved technology, we help save lives, protect property and proudly know we make a difference.

SERVICE

RESPECT

TRUST

UNDERSTANDING

Text-to-911 Services

911
CALL IF YOU CAN
TEXT IF YOU CAN'T

Call If You Can,
Text If You Can't.

Remember, Voice Is Best, If Possible.

Things to Remember

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 emoticons, emoji, pictures or videos.

Your message may not be interpreted correctly if you use "text speak" or abbreviations. Examples of these types of abbreviations are: "TTYL" or "LOL".

Please text in English only. At this time, interpretation services aren't available for text. 911 dispatchers will do their best to assist you, using Google Translate, if you aren't able to text in English.

Text-to-911 service doesn't raise your wireless bill. It is funded by an existing fee that is already included in your phone service fees.

You must have text messaging included on your wireless plan with a participating carrier to use 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 and hard of hearing and speech disabilities communities.

How Does It Work?

Your wireless carrier sends your text messages to a "Text Control Center" which then forwards them to local 911 centers. Our 911 centers receive your information via an internet-based application.

If, for some reason, the internet is down, you will receive a message telling you that text-to-911 is currently not available in your area.

To use text-to-911 in an emergency, you simply open up your text messaging screen, enter "911" (with no dashes or spaces) in the "TO" field, type your message, and hit "SEND".

Do NOT send your message to multiple people in a group text because this will stop the message from reaching the 911 dispatcher.

If you are within an area that does NOT yet offer text-to-911 services, you will receive a return message that states services are not available. If that happens, place a voice call to 911 to report your emergency.

Will the 911 Dispatcher Know My Location?

Most likely, no. It's important that you ALWAYS know your location to provide to 911 Dispatch.

For More Information
www.nwtext911.info