

Text to 911

FACT SHEET

911

CALL IF YOU CAN

TEXT IF YOU CAN'T



What is Text to 911?

Text to 911 allows a person to send a text message (SMS) from a mobile device to 911 instead of placing a phone call. To text to 911, simply enter the numbers “911” in the “To” or “Recipient” field, type a brief but detailed message that includes location and type of the emergency, and press “Send.” (Be sure to type only the numbers “911” in the “To” field; do not include any punctuation.)

When will text to 911 be effective?

Effective (Date) Douglas County's Emergency Communications Centers will have the capability to receive text to 911 messages. People in Douglas County and all of its jurisdictions may begin sending text messages to 911 when appropriate. Individuals with questions regarding their carrier's text to 911 capabilities should contact their service providers directly for information.

Call If You Can, Text If You Can't

Contact 911 only in a fire, medical or police emergency. Public safety officials encourage you to think of text to 911 as a last resort, not the normal process for contacting 911 during an emergency. In other words: "Call if you can. Text if you can't." Calls to 911 are preferred because they are typically more efficient during an emergency.

Know When to Text to 911:

1. If you are deaf, hard of hearing or have a speech disability.
2. If you cannot speak due to an injury or medical condition.
3. If you are in a threatening situation and a voice call could increase the threat.
4. If you cannot make a call because your mobile phone reception is poor.

Do Not Text and Drive

Texting while driving is not safe. If you need to text 911 while in a vehicle, be sure you have securely parked your vehicle off the roadway.

Text to 911 in Languages Other Than English

Translation services are not available at this time; therefore, any text to 911 call placed in Douglas County should be in English.

Facts About Text to 911

- As with all text messages, 911 text messages can take longer to receive, may be delivered out of order, or may not be received at all.
- Text to 911 is not available if you are in a “roaming” situation.
- A text or data plan is required to place a text to 911.
- Photos and videos cannot be sent to 911 at this time.
- Text to 911 cannot include more than one person. Do not copy anyone on your emergency text to 911. Wait until you are safe to notify others of your situation.
- Once received, a person who sends a text to 911 will receive a response from the 911 call center.
- Only text 911 in a fire, medical or police emergency. People who send prank texts can be identified and possibly prosecuted according to Nevada Revised Statutes.

How to Help Spread the Word About Text to 911

Elected officials, Douglas County Towns, GID's, Non-profit Organizations, Businesses and other partner stakeholders can help to raise awareness about this new emergency service by amplifying the county's text to 911 messages in a number of ways, including:

- Sharing or re-tweeting the county's social media content
- Publishing articles in newsletters
- Linking to the county's text to 911 webpage from your website
- Displaying posters in a public spaces
- Distributing informational brochures and flyers to your audiences
- Resources to support your participation in the text to 911 public information

