

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.



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
KEIZER 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

WILLAMETTE VALLEY COMMUNICATIONS CENTER

Serving citizens and emergency responders since 1991.



503-378-1911

WILLAMETTE VALLEY COMMUNICATIONS CENTER

TEXT-TO-911 SERVICES



WVCC PROVIDES ESSENTIAL AND EMERGENCY RESPONSE SERVICES TO COMMUNITIES IN LINCOLN, MARION, AND POLK COUNTIES



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

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.

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.

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

