



How it Works

Text to 911 Washington County

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Text to 911 allows people in Washington County to send a text message to the 911 operator from a hand-held device or mobile phone in situations where they are unable to speak, or it's unsafe to make a voice call.

Calling 911 is still the best and fastest way to access emergency services.

Text to 911 is intended for individuals who may be deaf, hard of hearing, or have a speech disability.

Text to 911 is also for situations where it is unsafe to place a voice call including:

- Active shooter
- Domestic violence
- Or home invasion

Text to 911 can be used for medical emergencies that render a person unable to speak.



Text to 911

1. To text 911, enter 911 into the To field on your mobile device.
2. Text your address and the type of emergency services needed: police, fire, or ambulance.
3. Briefly explain the type of emergency you are reporting.
4. Send the text message.
5. Stay alert for the 911 operator to respond.
6. Promptly answer questions and follow instructions.

Text Tips:

- Keep your text short.
- Use simple words.
- DO NOT use emojis, abbreviations, or slang.
- DO NOT text pictures or videos to 911.



What you need to know about Text to 911

To use Text to 911, the mobile device you are texting from requires a mobile phone number, activated with a wireless carrier that allows the device to send and receive text messages.

If your text message does NOT go through you will receive a bounce-back message AND you should make a voice call to 911.

There is no language translation services available for Text to 911.

Remember, calling 911 is the best and fastest way to access emergency service, BUT if it's unsafe or you're unable to call, text.

Call if you can; text if you can't.

Do not text and drive.

Call 911 if you can.

Text if you can't.



[Watch Video](#)



Thank you.