



Tillamook County Emergency Communications District

911

News Release

Contact: Doug Kettner, 503.842.3446

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Tillamook 9-1-1 Launches Text-to-911 Services

911: Call if You Can, Text if You Can't

Tillamook County Emergency Communications District (Tillamook 9-1-1) announces today that they have begun accepting Text-to-911 messages in response to emergencies. Text-to-911 coverage area now includes Tillamook County, greater Marion County, the Portland Metro area, Clatsop County, Columbia County and Deschutes County.

Text-to-911 is a new, important service. It is intended to benefit people that may not be able to speak due to an emergency such as a home invasion, or abusive partner, as well as individuals that are deaf, hard of hearing, or have speech disabilities.

A few things you should know about how Text-to-911 works currently

- Texting to 911 is intended to benefit people that may not be able to speak in an emergency. The key thing to remember is “Call if you Can, Text if you Can’t”.
- When texting to 911 for an emergency the first message should be the location of the emergency (including city) and the type of emergency help needed (police, fire, or medical).
- Keep text messages brief and concise; using full words.
- Stay with your phone, be prepared to answer questions and follow instructions from the 911 call taker
- Photos, videos, and emojis cannot be sent to 911 at this time. Trying to send these will corrupt the text.
- You cannot include 911 in a group text or while roaming.

Text-to-911 service is not yet available state-wide in Oregon or Washington. If you send a text to 911 from a wireless carrier or a city/county without Text-to-911 service, you should receive a message saying there is no text service to 911 available at this time.

For more details and updates about Text-to-911 go to www.nwtext911.info.