



Call when you can,
text
when you can't.

Effective May 5, 2020, Grays Harbor Communications E911 Center launches Text-to-911 Service.

911: Call if You Can, Text (Only) if You Can't

GHCC E911 announced today that it has begun accepting Text-to-911 service, Verizon Wireless, T-Mobile, AT&T, US Cellular and Sprint customers in Grays Harbor County can now send a text message to 911 in an emergency.

Text-to-911 is a new and critical 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.

How to Text 911

If Text-to-911 is available to you in your area, here are some important steps:

- ❖ Open your phone's text messaging program.
- ❖ Enter the numbers "911" in the "To" field (no dashes).
- ❖ Type a message with the **location** of the emergency (**including city**) and the **type of emergency** help needed (police, fire or medical).
- ❖ Push the "Send" button.
- ❖ Stay with your phone, be prepared to answer questions and follow instructions from the 911 call taker.
- ❖ **DO NOT SEND "TEST" MESSAGES TO 911.**

Text-to-911 service is NOT yet available statewide.

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 that there is no text service to 911 available at this time.

[Click Here](#) for Text-to-911 availability in Washington State that includes a map. (

GHCC E911 is live with Verizon, T-Mobile, AT&T, US Cellular and Sprint. Carriers that use the Verizon, T-Mobile, AT&T, US Cellular and Sprint networks (for Example Virgin Mobile) MAY also deliver text messages to GHCC E911. If unsure whether your carrier offers Text-to-911 contact the carrier directly.

How Text-to-911 Works

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

- ❖ A text plan with a participating carrier is required to place a Text-to-911.
- ❖ Photos and videos cannot be sent to 911 at this time.

- ❖ A group text will cause your message to 911 to not go through. Do not send your emergency text to anyone other than 911.
- ❖ Text-to-911 is not available if you are roaming.
- ❖ Interpreters are not available for text at this time, text in English only.
- ❖ As with all text messages, messages to or from 911 may have a delay, may get out of order or may not be received at all.

Text-to-911 Tips

If Text-to-911 is available in your area, here are some important tips:

- ❖ Know your location. You will need to tell 911 where the emergency is located.
- ❖ 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).
- ❖ Be aware of auto correct especially when providing a location.
- ❖ Keep text messages brief and concise, using full words.
- ❖ If you are using Text-to-911 because you are trying to not be heard, don't forget to silence your cell phone.
- ❖ Text in plain English and avoid the use of common texting abbreviations. Do not use emoticons or attempt to send attachments such as video or pictures. The 911 Center has no ability to open attachments.