News Release

May 2, 2017

Contact information:

Emergency Communications of Southern Oregon:	Margie Moulin:	541-774-5061
Josephine County 9-1-1:	Marci Haack:	541-472-1911
Klamath 9-1-1 Emergency Communications:	Keith Endacott:	541-884-4876

Local Area 911 Agencies Launch Text-to-911 Service

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

Emergency Communications of Southern Oregon (ECSO) and Josephine County 9-1-1 announced today they will begin accepting Text-to-911 messages in response to emergencies on **Wednesday, May 3rd**. Text-to-911 coverage area will include all of Jackson and Josephine Counties. Klamath 911 Emergency Communications District is in the testing process now, and will be live with this capability in the coming weeks.

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 emoji cannot be sent to 911 at this time. Trying to send these will corrupt the call text.

- You cannot include 911 in a group text or while roaming.

Text-to-911 service is not yet available statewide in Oregon or California. 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.

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

#