

FAQ for texting to 9-1-1

When texting to 9-1-1, remember these steps:

Pull up your texting platform and type in 911 in the TO: line. Drop to the message area and type the message with your request for help, including your address and what's happening there.

Know your location – Text your exact location

Text what you need – Text what emergency help is needed

Be clear – Send a short text message without abbreviations or slang.

Stay calm – Answer questions and follow instructions from the 9-1-1 call taker.

SMS only – Only send text message (SMS) to 9-1-1 – Our systems do not accept group messages, pictures or videos (MMS).

Do Not Abuse 9-1-1 – Text-to-9-1-1 service for only for the hearing or speech impaired or in emergencies where an emergency call cannot be safely made.

Remember if you text to 9-1-1 you must be able to provide an exact location so that 9-1-1 can find you and get help quickly.

Bounce Back - If you send a text message to 9-1-1 in an area that does not accept 9-1-1 texting, you will know because you message will bounce back advising you to call 9-1-1.

Remember **CALL IF YOU CAN...TEXT IF YOU MUST**

For additional information please contact your local 9-1-1 center

Blaine County Emergency Communications 208-578-3831 or go to Blaine Prepares website at www.blaineemergency.org

Jerome, Gooding, Lincoln, or Twin Falls County contact SIRCOMM administrative offices at 208-324-1344 or go to www.sircomm.com. None emergency contact number is 208-324-1911 or 208-735-1911

City of Twin Falls contact Twin Falls Police Department 208-735-4357 (HELP) or go to www.tfid.org